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**METHOD AND ARTICLE OF MANUFACTURE FOR COMPONENT BASED ORGANIZING OF
PROJECTS AND MEMBERS OF AN ORGANIZATION DURING CLAIM PROCESSING
PROCEDE ET ARTICLE DE FABRICATION DESTINES A L'ORGANISATION, BASEE SUR DES
COMPOSANTES, DE PROJETS ET DE MEMBRES D'UNE ORGANISATION AU COURS D'UNE
DEMANDE DE REGLEMENT**

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English Abstract

A **computer** program is provided for developing component based software capable of **organizing** projects and **members** of an organization during insurance claim processing. The program includes a data component that stores, retrieves and manipulates data utilizing a plurality of functions. Also provided is a **client** component that includes an adapter component that transmits and receives data to/from the data component. The **client** component also includes a business component that serves as a data cache and includes logic for manipulating the data. A controller component is also included which is adapted to handle events generated by a **user** utilizing the business component to cache data and the adapter component to ultimately persist data to a data repository. In use, the **client** component is provided with a plurality of first data sets relating to unique projects. In addition, a plurality of second data sets relating to unique **members** of an organization are also provided. The first data sets are then linked with the second data sets according to the instructions of a **user**. The **user** is then allowed to obtain a list of projects linked to a **member** upon selection of a **member**, or a list of **members** linked to a **project** upon selection of a **project**.

French Abstract

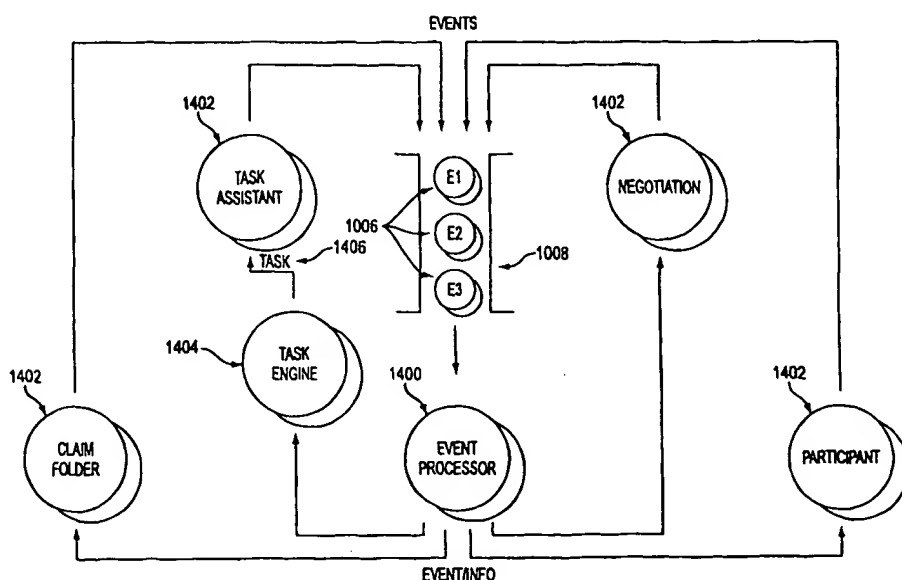
L'invention concerne un programme informatique permettant d'elaborer un logiciel base sur des composantes capable d'organiser des projets et des membres d'une organisation au cours d'une demande de reglement. Ledit programme comprend une composante donnees qui stocke, retire et manipule les donnees au moyen d'une multitude de fonctions. L'invention concerne egalement une composante **client** comprenant une composante adaptateur laquelle transmet et recoit les donnees vers/de la composante donnees. La composante **client** comprend egalement une composante affaires qui sert d'antememoire de donnees et une logique permettant de manipuler les

donnees. Le procede selon l'invention comprend egalement une composante controleur, laquelle est concue pour gerer les evenements generes par un utilisateur se servant de la composante affaires pour stocker les donnees en antememoire, et de la composante adaptateur pour stocker, en fin de tache, les donnees dans un gisement de donnees. Dans la pratique, la composante **client** recoit une pluralite de premiers ensembles de donnees relatives a des projets uniques. La presente invention concerne egalement une multitude de seconds ensembles de donnees relatives a des membres uniques d'une organisation. Les premiers ensembles de donnees sont relies aux seconds ensembles de donnees en fonction des instructions d'un utilisateur. Ledit utilisateur est alors autorise a recevoir une liste de projets liee a un membre sur selection d'un membre, ou encore, une liste de membres liee a un projet sur selection d'un projet.

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Detailed Description

METHOD AND ARTICLE OF MANUFACTURE FOR COMPONENT BASED ORGANIZING OF PROJECTS AND MEMBERS OF AN ORGANIZATION DURING CLAIM PROCESSING

FIELD OF THE INVENTION

The present invention relates to **project management** and more particularly to project organization during insurance claim processing utilizing a **computer** system.

BACKGROUND OF THE INVENTION

Computers have become a necessity in life today. They appear in nearly every office and household worldwide. A representative hardware environment is depicted in prior art Figure 1, which illustrates a typical hardware configuration of a workstation having a central processing unit 110, such as a microprocessor, and a number of other units interconnected via a system bus 112. The workstation shown in Figure I includes a Random Access Memory (RAM) 114, Read Only Memory (ROM) 116, an I/O adapter 118 for connecting peripheral devices such as disk storage units 120 to the bus 112, a user interface adapter 122 for connecting a keyboard 124, a mouse 126, a speaker 128, a microphone 132,

these ceramic specific thermal characteristics, which are typically different from those associated with a metal piston. It skips over the original and uses new functions related to ceramic pistons.

Different kinds of piston engines have different characteristics, but may have the same underlying functions associated with it (e.g., how many pistons in the engine, ignition sequences, lubrication, etc.). To access each of these functions in any piston engine object, a programmer would call the same functions with the same names, but each type of piston engine may have different/overriding implementations of functions behind the same name. This ability to hide different implementations of a function behind the same name is called polymorphism and it greatly simplifies communication among objects.

With the concepts of composition-relationship, encapsulation, inheritance and polymorphism, an object can represent just about anything in the real world. In fact, the logical perception of the reality is the only limit on determining the kinds of things that can become objects in object oriented software. Some typical categories are as follows:

0 Objects can represent physical objects, such as automobiles in a traffic-flow simulation, electrical components in a circuit-design program, countries in an economics model, or aircraft in an air-traffic-control system.

0 Objects can represent elements of the **computer** -user environment such as windows, menus or graphics objects.

a An object can represent an inventory, such as a personnel file or a table of the latitudes and longitudes of cities.

0 An object can represent user-defined data types such as time, angles, and complex numbers, or points on the plane.

With this enormous capability of an object to represent just about any logically separable matters, OOP allows the software developer to design and implement a **computer** program that is a model of some aspects of reality, whether that reality is a physical entity, a process, a system, or a composition of matter. Since the object can represent anything, the software developer can create an object which can be used as a component in a larger software project in the future.

If 90% of a new OOP software program consists of proven, existing components made from preexisting reusable objects, then only the remaining 10% of the new software project has to be written and tested from scratch. Since 90% already came from an inventory of extensively tested reusable objects, the potential domain from which an error could originate is 10% of the program. As a result, OOP enables software developers to build objects out of other, previously built objects.

This process closely resembles complex machinery being built out of assemblies and sub assemblies. OOP technology, therefore, makes software engineering more like hardware engineering in that software is built from existing components, which are available to the developer as objects. All this adds up to an improved quality of the software as well as an increased speed of its development.

SUMMARY OF THE INVENTION

A **computer** program is provided for isolating data. Included is an object data segment for storing data and an object code segment associated with the object data segment for manipulating the data per a limited number of functions. Also provided is an access code segment for selecting the functions to access the data via the object code segment.

The present program preferably includes a plurality of program modules each having the foregoing segments therein. In use, each program module

is adapted to work in two modes. A first mode of operation entails the object data segment and the object code segment of the program module allowing the access code segment of another program module to select the functions to access the data in the object data segment via the object code segment. In yet another mode of operation, the access code segment of the program module serves to access the data in the object data segment of another program module via the object code segment of the other module.

In use, a plurality of first data sets relating to unique projects are provided. In addition, a plurality of second data sets relating to unique members of an organization are also provided.

The first data sets are then linked with the second data sets according to the instructions of a user. The user is then allowed to obtain a list of projects linked to a member upon selection of a member, or a list of members linked to a project upon selection of a project.

DESCRIPTION OF THE DRAWINGS

The foregoing and other objects, aspects and advantages are better understood from the following detailed description of a preferred embodiment of the invention with reference to the drawings, in which: Prior Art Figure 1 is a schematic diagram of the present invention; and

Figure 2A is block diagram of one embodiment of the present invention.

Figure 2B is a flowchart showing how components generally operate in accordance with one embodiment of the present invention.

Figure 2C is a flowchart showing how the UI Controller operates in accordance with one embodiment of the present invention.

Figure 2D is a flowchart showing the interactions between the CCA, the CCI, and the **Server** Component in accordance with one embodiment of the present invention.

Figure 3 shows the life cycle of a typical User Interface and the standard methods that are part of the Window Processing Framework.

Figure 4 is an illustration showing how different languages are repainted and recompiled.

Figure 5 is a block diagram of an Architecture Object.

Figure 6 is an illustration showing the physical layout of CodeDecode tables according to one embodiment of the present invention.

Figure 7 is a logic diagram according to one embodiment of the present invention.

Figure 8 is a block diagram of the security framework and its components.

Figure 9 is an illustration showing the relationships between the security element and other elements.

Figure 10 is an illustration of the Negotiation component of one embodiment of the present invention; Figure 11 is a flow diagram of the operations carried out by the Organization component of one embodiment of the present invention; Figure 12 is an illustration of the Participant component of one embodiment of the present invention; Figure 13 is a flow diagram of the operations carried out by the Task Assistant component of one embodiment of the present invention; Figure 14 is an illustration of the Event Processor in combination with other components of the system in accordance with one embodiment of the present invention; and Figure 15 is an illustration of the Task Engine in accordance with one embodiment of the present invention.

DISCLOSURE OF THE INVENTION

Programming languages are beginning to fully support the OOP principles, such as encapsulation, inheritance, polymorphism, and composition-relationship. With the advent of the C++ language, many commercial software developers have embraced OOP. C++ is an OOP language that offers a fast, machine-executable code. Furthermore, C++ is suitable for both commercial-application and systems-programming projects. For now, C++ appears to be the most popular choice among many OOP programmers, but there is a host of other OOP languages, such as Smalltalk, Common Lisp Object System (CLOS), and Eiffel. Additionally, OOP capabilities are being added to more traditional popular **computer** programming languages such as Pascal.

The benefits of object classes can be summarized, as follows:

Objects and their corresponding classes break down complex programming problems into many smaller, simpler problems.

Encapsulation enforces data abstraction through the organization of data into small, independent objects that can communicate with each other. Encapsulation protects the data in an object from accidental damage, but allows other objects to interact with that data by calling the object's member functions and structures.

Subclassing and inheritance make it possible to extend and modify objects through deriving new kinds of objects from the standard classes available in the system. Thus, new capabilities are created without having to start from scratch.

Polymorphism and multiple inheritance make it possible for different programmers to mix and match characteristics of many different classes and create specialized objects that can still work with related objects in predictable ways.

Class hierarchies and containment hierarchies provide a flexible mechanism for modeling real-world objects and the relationships among them.

Libraries of reusable classes are useful in many situations, but they also have some limitations. For example:

Complexity. In a complex system, the class hierarchies for related classes can become extremely confusing, with many dozens or even hundreds of classes.

Flow of control. A program written with the aid of class libraries is still responsible for the flow of control (i.e., it must control the interactions among all the objects created from a particular library). The programmer has to decide which functions to call at what times for which kinds of objects.

Duplication of effort. Although class libraries allow programmers to use and reuse many small pieces of code, each programmer puts those pieces together in a different way.

Two different programmers can use the same set of class libraries to write two programs that do exactly the same thing but whose internal structure (i.e., design) may be quite different, depending on hundreds of small decisions each programmer makes along the way. Inevitably, similar pieces of code end up doing similar things in slightly different ways and do not work as well together as they should.

Class libraries are very flexible. As programs grow more complex, more programmers are forced to reinvent basic solutions to basic problems over and over again. A relatively new extension of the class library concept

is to have a framework of class libraries. This framework is more complex and consists of significant collections of collaborating classes that capture both the small scale patterns and major mechanisms that implement the common requirements and design in a specific application domain. They were first developed to free application programmers from the chores involved in displaying menus, windows, dialog boxes, and other standard user interface elements for personal computers.

Frameworks also represent a change in the way programmers think about the interaction between the code they write and code written by others. In the early days of procedural programming, the programmer called libraries provided by the operating system to perform certain tasks, but basically the program executed down the page from start to finish, and the programmer was solely responsible for the flow of control. This was appropriate for printing out paychecks, calculating a mathematical table, or solving other problems with a program that executed in just one way.

The development of graphical user interfaces began to turn this procedural programming arrangement inside out. These interfaces allow the user, rather than program logic, to drive the program and decide when certain actions should be performed. Today, most personal **computer** software accomplishes this by means of an event loop which monitors the mouse, keyboard, and other sources of external events and calls the appropriate parts of the programmer's code according to actions that the user performs. The programmer no longer determines the order in which events occur. Instead, a program is divided into separate pieces that are called at unpredictable times and in an unpredictable order. By relinquishing control in this way to users, the developer creates a program that is much easier to use. Nevertheless, individual pieces of the program written by the developer still call libraries provided by the operating system to accomplish certain tasks, and the programmer must still determine the flow of control within each piece after it's called by the event loop. Application code still "sits on top of" the system.

Even event loop programs require programmers to write a lot of code that should not need to be written separately for every application. The concept of an application framework carries the event loop concept further. Instead of dealing with all the nuts and bolts of constructing basic menus, windows, and dialog boxes and then making these things all work together, programmers using application frameworks start with working application code and basic user interface elements in place. Subsequently, they build from there by replacing some of the generic capabilities of the framework with the specific capabilities of the intended application.

Application frameworks reduce the total amount of code that a programmer has to write from scratch. However, because the framework is really a generic application that displays windows, supports copy and paste, and so on, the programmer can also relinquish control to a greater degree than event loop programs permit. The framework code takes care of almost all event handling and flow of control, and the programmer's code is called only when the framework needs it (e.g., to create or manipulate a proprietary data structure).

A programmer writing a framework program not only relinquishes control to the user (as is also true for event loop programs), but also relinquishes the detailed flow of control within the program to the framework. This approach allows the creation of more complex systems that work together in interesting ways, as opposed to isolated programs, having custom code, being created over and over again for similar problems.

Thus, as is explained above, a framework basically is a collection of cooperating classes that make up a reusable design solution for a given problem domain. It typically includes objects that provide default behavior (e.g., for menus and windows), and programmers use it by inheriting some of that default behavior and overriding other behavior so that the framework calls application code at the appropriate times.

0 Restricted user interface capabilities; 0 Can only produce static Web pages; 0 Lack of interoperability with existing applications and data; and Inability to scale.

Sun Microsystem's Java language solves many of the **client** -side problems by:

Improving performance on the **client** side; Enabling the creation of dynamic, real-time Web applications; and Providing the ability to create a wide variety of user interface components.

With Java, developers can create robust User Interface (UI) components. Custom "widgets" (e.g., real-time stock tickers, animated icons, etc.) can be created, and **client** -side performance is improved. Unlike HTML, Java supports the notion of **client** -side validation, offloading appropriate processing onto the **client** for improved performance. Dynamic, real-time Web pages can be created. Using the above-mentioned custom UI components, dynamic Web pages can also be created.

Sun's Java language has emerged as an industry-recognized language for "programming the Internet." Sun defines Java as: "a simple, object-oriented, distributed, interpreted, robust, secure, architecture-neutral, portable, high-performance, multithreaded, dynamic, buzzword compliant, general-purpose programming language. Java supports programming for the Internet in the form of platform-independent Java applets." Java applets are small, specialized applications that comply with Sun's Java Application Programming Interface (API) allowing developers to add "interactive content" to Web documents (e.g., simple animations, page adornments, basic games, etc.). Applets execute within a Java-compatible browser (e.g., Netscape Navigator) by copying code from the **server** to **client**. From a language standpoint, Java's core feature set is based on C++. Sun's Java literature states that Java is basically, "C++ with extensions from Objective C for more dynamic method resolution."

Another technology that provides similar function to JAVA is provided by Microsoft and ActiveX Technologies, to give developers and Web designers wherewithal to build dynamic content for the Internet and personal computers. ActiveX includes tools for developing animation, 3-D virtual reality, video and other multimedia content. The tools use Internet standards, work on multiple platforms, and are being supported by over 100 companies. The group's building blocks are called ActiveX Controls, small, fast components that enable developers to embed parts of software in hypertext markup language (HTML) pages. ActiveX Controls work with a variety of programming languages including Microsoft Visual C++, Borland Delphi, Microsoft Visual Basic programming system and, in the future, Microsoft's development tool for Java, code named "Jakarta." ActiveX Technologies also includes ActiveX **Server** Framework, allowing developers to create **server** applications. One of ordinary skill in the art readily recognizes that ActiveX could be substituted for JAVA without undue experimentation to practice the invention.

Detailed Description

One embodiment of the present invention is a **server** based framework utilizing component based architecture. Referring to Figure 2A, one embodiment of the present invention includes an Architecture Object 200, an Application Object 202, a User Interface Form 204, a User Interface Controller 206, a **Client** Component Adapter 208, a COM Component Interface 210, and a **Server** Component 222.

In general, the components of the present invention operate as shown in Figure 2B. In step 230, data is stored in an object of the component. In step 232, functions which manipulate the object are encapsulated with the object data. Later, in step 234, the stored object data can be manipulated by other components utilizing the functions of step 232.

Architecture Object

The Architecture Object 200 provides an easy-to-use object model that masks the complexity of the architecture on the **client**. The Architecture Object 200 provides purely technical services and does not contain any business logic or functional code. It is used on the **client** as the single point of access to all architecture services.

On the **server** side, the Architecture Object 200 is supplemented by a set of global functions contained in standard VB modules. The Architecture Object 200 is responsible for providing all **client** architecture services (i.e., codes table access, error logging, etc.), and a single point of entry for architecture services. The Architecture Object 200 is also responsible for allowing the architecture to exist as an autonomous unit, thus allowing internal changes to be made to the architecture with minimal impact to application.

The Architecture Object 200 provides a code manager, **client** profile, text manager, ID manager, registry manager, log manager, error manager, and a security manager. The codes manager reads codes from a local **database** on the **client**, marshals the codes into objects, and makes them available to the application. The **client** profile provides information about the current logged-in user. The text manager provides various text manipulation services such as search and replace.

The ID manager generates unique IDs and timestamps. The registry manager encapsulates access to the system registry. The log manager writes error or informational messages to the message log. The error manager provides an easy way to save and re-raise an error. And the security manager determines whether or not the current user is authorized to perform certain actions.

Application Object

The Application Object 202 has a method to initiate each business operation in the application.

It uses late binding to instantiate target UI controllers in order to provide autonomy between windows. This allows different controllers to use the Application Object 202 without statically **linking** to each and every UI controller in the application.

When opening a UI controller, the Application Object 202 calls the architecture initialization, class initialization, and form initialization member functions.

The Application Object 202 keeps a list of every active window, so that it can shut down the application in the event of an error. When a window closes, it tells the Application Object 202, and is removed from the Application Object's 202 list of active windows.

The Application Object 202 is responsible for instantiating each UI Controller 206, passing data / business context to the target UI Controller 206, and invoking standard services such as initialize controller, initializing Form and Initialize Architecture. The Application Object 202 also keeps track of which windows are active so that it can coordinate the shutdown process.

UI Form

The UI form's 204 primary responsibility is to forward important events to its controller 206. It remains mostly unintelligent and contains as little logic as possible. Most event handlers on the form simply delegate the work by calling methods on the form's controller 206.

The UI form 204 never enables or disables its own controls, but ask its controller 206 to do it instead. Logic is included on the UI form 204 only when it involves very simple field masking or minor visual details. The UI form 204 presents an easy-to-use, graphical interface to the user and informs its controller 206 of important user actions. The UI form 204

may also provide basic data validation (e.g., data type validation) through input masking. In addition, the UI form is responsible for intelligently resizing itself, launching context sensitive help, and unload itself.

User Interface Controller

Every UI Controller 206 includes a set of standard methods for initialization, enabling and disabling controls on its UI form 204, validating data on the form, getting data from the UI form 204, and unloading the UI form 204.

UI Controllers 206 contain the majority of logic to manipulate Business Objects 207 and manage the appearance of its UI form 204. If its form is not read-only, the UI Controller 206 also tracks whether or not data on the UI form 204 has changed, so as to avoid unnecessary **database** writes when the user decides to save. In addition, controllers of auxiliary windows (like the File-Save dialog box in Microsoft Word), keep track of their calling UI controller 206 so that they can notify it when they are ready to close.

Figure 2C is a flowchart showing how the UI Controller operates in one embodiment of the present invention. In step 236, data is entered in a UI form by a user. In step 238, the UI controller interprets the data entered into the UI form. In step 240, the UI controller places the appropriate data into a Business Object to be utilized and retrieved later.

A UI Controller 206 defines a Logical Unit of Work (LUW). If an LUW involves more than one UI Controller 206, the LUW is implemented as a separate object.

The UI Controller 206 is responsible for handling events generated by the user interacting with the UI form 204 and providing complex field validation and cross field validation within a

Logical Unit of Work. The UI Controller 206 also contains the logic to interact with business objects 207, and creates new business objects 207 when necessary. Finally, the UI Controller 206 interacts with **Client** Component Adapters 208 to add, retrieve, modify, or delete business objects 207, and handles all **client** -side errors.

Business Objects

The Business Object's (BO) 207 primary functionality is to act as a data holder, allowing data to be shared across User Interface Controllers 206 using an object-based programming model.

BOs 207 perform validation on their attributes as they are being set to maintain the integrity of the information they contain. BOs 207 also expose methods other than accessors to manipulate their data, such as methods to change the life cycle state of a BO 207 or to derive the value of a calculated attribute.

In many cases, a BO 207 will have its own table in the **database** and its own window for viewing or editing operations.

Business Objects 207 contain information about a single business entity and maintain the integrity of that information. The BO 207 encapsulates business rules that pertain to that single business entity and maintains relationships with other business objects (e.g., a claim contains a collection of supplements). Finally, the BO 207 provides additional properties relating to the status of the information it contains (such as whether that information has changed or not), provides validation of new data when necessary, and calculates attributes that are derived from other attributes (such as Full Name, which is derived from First Name, Middle Initial, and Last Name).

Client Component Adapters

Client Component Adapters (CCAs) 208 are responsible for retrieving, adding, updating, and deleting business objects in the **database** . CCAs 208 hide the storage format and location of data from the UI controller 206. The UI controller 206 does not care about where or how objects are stored, since this is taken care of by the CCA 208.

The CCA 208 marshals data contained in recordsets returned by the **server** into business objects 207. CCAs 208 masks all remote requests from UI Controller 206 to a specific component, and act as a "hook" for services such as data compression, and data encryption.

COM Component Interface

A COM Component Interface (CCI) 210 is a "contract" for services provided by a component.

By "implementing" an interface (CCI) 210, a component is promising to provide all the services defined by the CCI 210.

The CCI 210 is not a physical entity (which is why it is depicted with a dotted line). It's only reason for existence is to define the way a component appears to other objects. It includes the signatures or headers of all the public properties or methods that a component will provide.

To implement a CCI 210, a **server** component exposes a set of specially named methods, one for each method defined on the interface. These methods should do nothing except delegate the request to a private method on the component which will do the real work.

The CCI 210 defines a set of related services provided by a component. The CCI allows any component to "hide" behind the interface to perform the services defined by the interface by "implementing" the interface.

Server Component

Server components 222 are coarse grained and transaction oriented. They are designed for maximum efficiency.

Server Components 222 encapsulate all access to the **database** , and define business transaction boundaries. In addition, **Server** Components 222 are responsible for ensuring that business rules are honored during data access operations.

A **Server** Component 222 performs data access operations on behalf of CCAs 208 or other components and participates in transactions spanning **server** components 222 by communicating with other **server** components 222. The **Server** Component 222 is accessible by multiple front end personalities (e.g., Active **Server** Pages), and contains business logic designed to maintain the integrity of data in the **database** .

Figure 2D is a flowchart showing the interactions between the CCA, the CCI, and the **Server** Component in accordance with one embodiment of the present invention. In step 242, a request is made to place **client** created data on the **server database** . In step 244, the data is transferred to the **server** component 222 utilizing a CCI 210. In step 246, the **server** component 222 stores the data in the **server database** .

BUSINESS RULE PLACEMENT

Overview

The distribution of business rules across tiers of the application directly affects the robustness and performance of the system as a whole. Business rules can be categorized into the following sections:

Relationships, Calculations, and Business Events.

Relationships between Business Objects

Business Objects 207 are responsible for knowing other business objects 207 with which they are associated.

Relationships between BOs 207 are built by the CCA 208 during the

marshaling process. For example, when a CCA 208 builds a claim BO 207, it will also build the collection of supplements if necessary.

Calculated Business Data

Business rules involving calculations based on business object 207 attributes are coded in the business objects 207 themselves. Participant Full Name is a good example of a calculated attribute. Rather than force the controllers to concatenate the first name, middle initial, and last name every time they wanted to display the full name, a calculated attribute that performs this logic is exposed on the business object. In this way, the code to compose the full name only has to be written once and can be used by many controllers 206.

Another example of a calculated attribute is the display date of a repeating task. When a task with a repeat rule is completed, a new display date must be determined. This display date is calculated based on the date the task was completed, and the frequency of repetition defined by the repeat rule. Putting the logic to compute the new display date into the Task BO-207 ensures that it is coded only once.

Responses to Business Events

Business rules that relate to system events and involve no user interaction are enforced on the **server** components.

Completion of a task is a major event in the system. When a task is completed, the system first ensures that the performer completing the task is added to the claim. Then, after the task is marked complete in the **database**, it is checked to see if the task has a repeat rule. If so, another task is created and added to the **database**. Finally, the event component is notified, because the Task Engine may need to react to the task completion.

Consider the scenario if the logic to enforce this rule were placed on the UI controller 206.

The controller 206 calls the Performer Component to see if the performer completing the task has been added to the claim. If the performer has not been added to the claim, then the controller 206 calls the performer component again to add them.

Next, the controller 206 calls the Task Component to mark the task complete in the **database**. If the task has a repeat rule, the controller 206 computes the date the task is to be redisplayed and calls the Task Component again to add a new task. Lastly, the controller 206 calls the Event Component to notify the Task Engine of the task completion.

The above implementation requires five network round trips in its worst case. In addition, any other controller 206 or **server** component 222 that wants to complete a task must code this logic all over again. Enforcing this rule in the task **server** component 222 reduces the number of network round trips and eliminates the need to code the logic more than once.

Responses to User Events

All responses to user events are coordinated by the controller 206. The controller 206 is responsible for actions such as enabling or disabling controls on its form, requesting authorization from the security component, or making calls to the CCA 208.

Authorization

All logic for granting authorization is encapsulated inside the security component. Controllers 206 and components 222 must ask the security component if the current user is authorized to execute certain business operations in the system. The security component will answer yes or no according to some predefined security logic.

Summary

Type of Business Rule - Example Responsibility

Maintaining relationships Claim keeps a collection of supplements Business Objects between BOs Building relationships CCA builds the claim's collection of CCAs between BOS supplements Calculated Business Data Participant calculates its full name Business Objects Responses to Business Task Component collaborates with other Components Events components Requesting Authorization Task Library controller asks the security Controllers and component if the current user is allowed Components to access Task Library 1 Granting Authorization I Security component deter-mines whether I Security Component or not the current user can access Task Library I The Default Window Framework provides default window processing for each window contained within the system. This default processing aides the developer in developing robust, maintainable UIs, standardizes common processes (such as form initialization) and facilitates smooth integration with architecture services.

Figure 3 shows the life cycle of a typical User Interface and the standard methods that are part of the Window Processing Framework 300.

The Window Processing Framework 300 encompasses the following:

- Window Initialization 302;
- Window Save Processing 304;
- Window Control State Management 306;
- Window Data Validation 308;
- Window Shutdown Processing 310.

Window Initialization Processing 302: After creating a controller 206 for the desired window, the App object 202 calls a set of standard initialization functions on the controller 206 before the form 204 is displayed to the user. Standardizing these functions makes the UIs more homogeneous throughout the application, while promoting good functional decomposition.

Window Save Processing 304: Any time a user updates any form text or adds an item to a ListBox, the UI Controller 206 marks the form as "dirty". This allows the UI controller 206 to determine whether data has changed when the form closes and prompt the user to commit or lose their changes.

Window Control State Management 306: Enabling and disabling controls and menu options is a very complex part of building a UI. The logic that modifies the state of controls is encapsulated in a single place for maintainability.

Window Data Validation 308: Whenever data changes on a form, validation rules can be broken. The controller is able to detect those changes, validate the data, and prompt the user to correct invalid entries.

Window Shutdown Processing 310: The Window Shutdown framework provides a clear termination path for each UI in the event of an error. This reduces the chance of memory leaks, and General Protection failures.

Benefits

Standardized Processing: Standardizing the window processing increases the homogeneity of the application. This ensures that all windows within the application behave in a consistent manner for the end users, making the application easier to use. It also shortens the learning curve for developers and increases maintainability, since all windows are coded in a consistent manner.

Simplified Development: Developers can leverage the best practices documented in the window processing framework to make effective design and coding decisions. In addition, a shell provides some "canned" code

that gives developers a head start during the coding effort.

Layered Architecture: Because several architecture modules provide standardized processing to each application window, the core logic can be changed for every system window by simply making modifications to a single procedure.

Window initialization 302

To open a new window, the App Object 202 creates the target window's controller 206 and calls a series of methods on the controller 206 to initialize it. The calling of these methods, ArchInitClass, InitClass, InitForm, and ShowForm, is illustrated below.

ArchInitClass

The main purpose of the ArchInitClass function is to tell the target controller 206 who is calling it. The App Object 202 "does the introductions" by passing the target controller 206 a reference to itself and a reference to the calling controller 206. In addition, it serves as a hook into the controller 206 for adding architecture functionality in the future.

```
Public Sub ArchInitClass(objApp As Object, objCallingCTRL As Object) I
remember who called me Set m-objApp = objApp Set m-objCallingCTRL =
objCallingCTRL End Sub InitClass This function provides a way for the App
Object 202 to give the target controller 206 any data it needs to do its
processing. It is at this point that the target controller 206 can
deter-mine what "mode" it is in. Typical form modes include, add mode,
edit mode, and view mode. If the window is in add mode, it creates a new
BO 207 of the appropriate type in this method.
```

```
Public Sub InitClass(colPrevSelection As CArchCollection) If
colPrevSelection Is Nothing Then 1 no accounts were previously selected
Set m-colPrevSelection New CArchCollection Set m-colNewSelection New
CArchCollection Else I some accounts may have already been selected Set
m-colPrevSelection colPrevSelection Set m-colNewSelection
colPrevSelection.Cloneo End If Set m-colResults = New CArchCollection
DetermineFormModeo End Sub Iniform The InitForm procedure of each
controller 206 coordinates any initialization of the form 204 before it
is displayed. Because initialization is often a multi-step process,
InitForm creates the window and then delegates the majority of the
initialization logic to helper methods that each have a single purpose,
in order to follow the rules of good flinctional decomposition. For
example, the logic to detennine a form's 204 state based on user actions
and relevant security restrictions and move to that state is encapsulated
in the DetermineFormState method.
```

Public Sub InitFormo

create my form

```
Set m-frmCurrentForm = New frmAccountSearch figure out the state of my
form based on arguments I received in InitClass and I enable/disable the
appropriate controls DetermineFormStateo % fill my form with data
PopulateFormo End Sub PopulateForm PopulateForm is a private method
responsible for filling the form with data during initialization.
```

It is called exactly once by the InitForm method. PopulateForm is used to fill combo boxes on a form 204, get the details of an object for an editing window, or display objects that have already been selected by the user, as in the following example.

Private Sub PopulateFormo

Dim acct As CAccount

Dim item As GTListItem

```
display any accounts already selected by the user create and add a
ListItem for every Account in the previous selection collection With
frmCurrentForm.lvwResults.ListItems Clear For Each acct In m
colPrevSelection Set item = Add(, acct.Number, acct.Number)
```

item.SubItems(1) = acct.Name Next End With End Sub ShowForm The ShowForm method simply centers and displays the newly initialized form 204.

Public Sub ShowFormo

1 center my form

frmCurrentForm.Move(Screen.Width frmCurrentForm.Width) / 2,

(Screen.Height frmCurrentForm.Height) / 2 display my form

frmCurrentForm.Show vbModal End Sub Window Control State Management 306

It is often necessary to enable or disable controls on a form 204 in response to user actions. This section describes the patterns employed by the Component Based Architecture for NITS (CBAM) to manage this process effectively.

Form Mode

It is helpful to distinguish between form mode and form state. Form mode indicates the reason the form 204 has been invoked. Often, forms 204 are used for more than one purpose. A common example is the use of the same form to view, add, and edit a particular type of object, such as a task or a claim. In this case, the form's modes would include View, Add, and Update.

The modes of a form 204 are also used to comply with security restrictions based on the current user's access level. For example, Task Library is a window that limits access to task templates based on the current user's role. It might have a Librarian mode and a Non-Librarian mode to reflect the fact that a non-librarian user cannot be allowed to edit task templates. In this way, modes help to enforce the requirement that certain controls on the form 204 remain disabled unless the user has a certain access level.

It is not always necessary for a form 204 to have a mode; a form might be so simple that it would have only one mode - the default mode. In this case, even though it is not immediately necessary, it may be beneficial to make the form "mode-aware" so that it can be easily extended should the need arise.

Form State

A form 204 will have a number of different states for each mode, where a state is a unique combination of enabled/disabled, visible/invisible controls. When a form 204 moves to a different state, at least one control is enabled or disabled or modified in some way.

A key difference between form mode and form state is that mode is determined when the controller 206 is initialized and remains constant until the controller 206 terminates. State is determined when the window initializes, but is constantly being reevaluated in response to user actions.

Handling UIEvents

When the value of a control on the form 204 changes, it is necessary to reevaluate the state of the controls on the form (whether or not they are enabled/disabled or visible/invisible, etc.). If changing the value of one control could cause the state of a second control to change, an event handler is written for the appropriate event of the first control.

The following table lists common controls and the events that are triggered when their value changes.

Control Event

TextBox Change

ComboBox Change

ListBox Click

CheckBox Click

Option Button Click

The event handler calls the DetermineFormState method on the controller 206.

Setting the State of Controls

It is essential for maintainability that the process of setting the state of controls be separate from the process for setting the values of those controls. The DetermineFormState method on the controller 206 forces this separation between setting the state of controls and setting their values.

DetermineFormState is the only method that modifies the state of any of the controls on the form 204. Because control state requirements are so complex and vary so widely, this is the only restriction made by the architecture framework.

If necessary, parameters are passed to the DetermineFormState function to act as "hints" or "clues" for determining the new state of the form 204. For complex forms, it is helpful to decompose the DetermineFormState function into a number of helper functions, each handling a group of related controls on the form or moving the form 204 to a different state.

Example

The Edit/Add/View Task Window has three modes: Edit, Add, and View. In Add mode, everything on the form is editable. Some details will stay disabled when in Edit mode, since they should be set only once when the task is added. In both Add and Edit modes, the repeat rule may be edited. Enabling editing of the repeat rule always disables the manual editing of the task's due and display dates. In View mode, only the Category combo box and Private checkbox are enabled.

I Edit/Add/View Task Form

```
Private Sub txtName - Changeo
myController.DetermineFormState
End Sub
```

Edit/Add/View Task Controller

```
Public Sub DetermineFormStateo
```

```
On Error Goto ErrorHandler
```

```
Select Case m nFormMode
```

```
In Edit Mode, enable only "editable" details and Repeat Rule editing if
necessary Case cmFormModeEdit EnableAddDetails False EnableEditDetails
True EnableViewDetails True If m=frmCurrentForm.chkRepetitiveTask.Checked
Then EnableEditRepeatRule True EnableEditDisplayDueDates False Else
EnableEditRepeatRule False EnableEditDisplayDueDates True End If If m -
nFormDirty Then EnableSave True Else EnableSave False In Add Mode, enable
all details and Repeat Rule editing if necessary Case cmFormModeAdd
EnableAddDetails True EnableEditDetails True EnableviewDetails True If
m=frmCurrentForm.chkRepetitiveTask.Checked Then EnableEditRepeatRule True
EnableEditDisplayDueDates False Else EnableEditRepeatRule False
EnableEditDisplayDueDates True End If If m - nFormDirty Then EnableSave
True Else EnableSave False In View Mode, disable everything except a few
details Case cmFormModeView EnableAddDetails False EnableEditDetails
False EnableViewDetails True EnableEditRepeatRule False
EnableEditDisplayDueDates False EnableSave False Case Else End Select
Exit Sub ErrorHandler:
```

error handling

```
End Sub
```

1 Edit/Add/View Task Controller

```
Private Sub EnableAddDetails(bYesNo As Boolean) On Error Goto
ErrorHandler Enable or disable controls that should be available only
when the task is being added.
```

With frmCurrentForm

```
Name.Enabled = bYesNo
```

```
Description.Enabled = bYesNo
```

```
Type.Enabled bYesNo
```

```
Level.Enabled bYesNo
```

```
Source.Enabled = bYesNo
```

End with
Exit sub
ErrorHandler:

error handling logic

End Sub

Window Data Validation 308

Window data validation is the process by which data on the window is examined for errors, inconsistencies, and proper formatting. It is important, for the sake of consistency, to implement this process similarly or identically in all windows of the application.

Types of Validation

Input Masking

Input masking is the first line of defense. It involves screening the data (usually character by character) as it is entered, to prevent the user from even entering invalid data. Input masking may be done programmatically or via a special masked text box, however the logic is always located on the form, and is invoked whenever a masked field changes.

Single-Field Range Checking

Single-field range checking determines the validity of the value of one field on the form by comparing it with a set of valid values.

Single-field range checking may be done via a combo box, spin button, or programmatically on the form, and is invoked whenever the range-checked field changes.

Cross-Field Validation

Cross-field validation compares the values of two or more fields to determine if a validation rule is met or broken, and occurs just before saving (or searching). Cross field validation may be done on the Controller 206 or the Business Object 207, however it is preferable to place the logic on the Business Object 207 when the validation logic can be shared by multiple Controllers 206.

Invalid data is caught and rejected as early as possible during the input process. Input masking and range checking provide the first line of defense, followed by cross field validation when the window saves (or searches).

Single-Field Validation

All single-field validation is accomplished via some sort of input masking. Masks that are attached to textboxes are used to validate the type or format of data being entered. Combo boxes and spin buttons may also be used to limit the user to valid choices. If neither of these are sufficient, a small amount of logic may be placed on the form's event handler to perform the masking functionality, such as keeping a value below a certain threshold or keeping apostrophes out of a textbox.

Cross-Field Validation

When the user clicks OK or Save, the form calls the IsFormnDataValid on the controller to perform cross-field validation (e.g., verifying that a start date is less than an end date). If the business object 207 contains validation rules, the controller 206 may call a method on the business object 207 to make sure those rules are not violated.

If invalid data is detected by the controller 206, it will notify the user with a message box and, if possible, indicate which field or fields are in error. Under no circumstances will the window perform validation when the user is trying to cancel.

Example

Generic Edit Form

Private Sub cmdOX-Clicko

On Error Goto ErrorHandler

shut down if my data is valid.

saving/canceling will occur in my controller's QueryUnload function if IsFormDataValid Then Unload Me Exit Sub ErrorHandler:

```
Err.Raise Err.Number  
End Sub
```

```
Public Function IsFormDataValido As Boolean On Error Goto ErrorHandler  
assume success IsFormDataValid = True I evaluate all validation rules  
With frmCurrentForm I make sure start date is earlier than end date If  
txtStartDate.Text > txtEndDate.Text Then IsFormDataValid = False MsgBox  
cmMsgInvalidEndDate txtEndDate.SetFocus ElseIf I more validation rules  
End If End with Exit Function ErrorHandler:
```

```
I error handling logic  
End Function
```

Window Save Processing 304

Window "Save Processing" involves tracking changes to data on a form 204 and responding to save and cancel events initiated by the user.

Tracking Changes to Form Data

Each window within the CBAM application contains a field within its corresponding control object known as the dirty flag. The dirty flag is set to True whenever an end user modifies data within the window. This field is interrogated by the UI Controller 206 to determine when a user should be prompted on Cancel or if a remote procedure should be invoked upon window close.

The application shell provides standard processing for each window containing an OK or Save button.

Saving

The default Save processing is implemented within the UI Controller 206 as follows:

The UI Controller is Notified that the OK button has been clicked. Then the controller 206 checks its Dirty Flag. If flag is dirty, the controller 206 calls the InterrogateForm. method to retrieve data from the form 204 and calls a **server** component 222 to store the business object 207 in the **database** . If the Dirty Flag is not set, then no save is necessary. The window is then closed.

Canceling

When the user cancels a window, the UI Controller 206 immediately examines the Dirty Flag. If the Rag is set to true, the user is prompted that their changes will be lost if they decide to close the window.

Once prompted, the user can elect to continue to close the window and lose their changes or decide not to close and continue working.

Window Shutdown Processing 310

In the event of an error, it is sometimes necessary to shutdown a window or to terminate the entire application. It is critical that all windows follow the shutdown process in order to avoid the GPFs commonly associated with terminating incorrectly. Following is how the window/application is shutdown.

Shutdown Scope

The scope of the shutdown is as small as possible. If an error occurs in a controller 206 that does not affect the rest of the application, only that window is shut down. If an error occurs that threatens the entire application, there is a way to quickly close every open window in the application. The window shutdown strategy is able to accommodate both types of shutdowns.

Shutdown

In order to know what windows must be shut down, the architecture tracks

which windows are open. Whenever the App Object 202 creates a controller 206, it calls its RegCTRL function to add the controller 206 to a collection of open controllers. Likewise, whenever a window closes, it tells the App Object 202 that it is closing by calling the App Object's 202 UnRegCTRL function, and the App Object 202 removes the closing controller 206 from its collection. In the case of an error, the App Object 202 loops through its collection of open controllers, telling each controller to "quiesce" or shutdown immediately.

GeneralErrorHandler

The GeneralErrorHandler is a method in MArch.bas that acts as the point of entry into the architecture's error handling mechanism. A component or a controller will call the GeneralErrorHandler when they encounter any type of unexpected or unknown error. The general error handler will return a value indicating what the component or controller should do:

- (1) resume on the line that triggered the error
- (2) resume on the statement after the line that triggered the error
- (3) exit the function
- (4) quiesce
- (5) shutdown the entire application.

ErrorHandler:

```
Select Case CStr(Err.Number)
I handle a search with no result error
Case cmErrNoClaimTreeData
MsgBox cmMsgNoResultsQuery, vbInformation
frmCurrentForm.StatusBar.Panels(1) = cmNoResultsQuery 'Sets mouse pointer
back to default frmCurrentForm.MousePointer = vbDefault Case Else Dim
nResumeCode As Integer nResumeCode =
GeneralErrorHandler(objApp.objArch.AsMsgStruct, cmController,
cmClassName, cmMethodName) Select Case CStr(nResumeCode) Case
cmErrorResume Resume Case cmErrorResumeNext Resume Next Case cmErrorExit
Exit Sub Case cmErrorQuiesce Quiesce Case Else objApp.Shutdown End Select
End Select End Sub In order to prevent recursive calls the
GeneralErrorHandler keeps a collection of controllers that are in the
process of shutting down. If it is called twice in a row by the same
controller 206, it is able to detect and short-circuit the loop. When the
controller 206 finally does terminate, it calls the UnRegisterError
function to let the GeneralErrorHandler know that it has shut down and
removed from the collection of controllers.
```

Shutdown Process

After being told what to do by the GeneralErrorHandler, the controller 206 in error may try to execute the statement that caused the error, proceed as if nothing happened, exit the current function, call its Quiesce function to shut itself down, or call the Shutdown method on the App Object 202 to shut the entire application down.

Additional Standard Methods

Searching

Controllers 206 that manage search windows have a public method named Find< Noun> s where < Noun> is the type of object being searched for. This method is called in the event handler for the Find Now button.

Saving

Any controller 206 that manages an edit window has a public method called Save that saves changes the user makes to the data on the form 204. This method is called by the event handlers for both the Save and OK buttons (when/if the OK button needs to save changes before closing).

Closing

A VB window is closed by the user in several ways: via the control-box in upper left corner, the X button in upper right corner, or the Close button. When the form closes, the only method that will always be called, regardless of the way in which the close was initiated, is the form's 204 QueryUnload event handler.

Because of this, there cannot be a standard Close method. Any processing that must occur when a window closes is to be done in the QueryUnload method on the controller 206 (which is called by the form's QueryUnload event handler).

The VB statement, Unload Me, appears in the Close button's event handler to manually initiate the unloading process. In this way, the Close button mimics the functionality of the control box and the X button, so that the closing process is handled the same way every time, regardless of how the user triggered the close. The OK button's event handler also executes the Unload Me statement, but calls the Save method on the controller first to save any pending changes.

BUSINESS OBJECTS

Business Objects 207 are responsible for containing data, maintaining the integrity of that data, and exposing functions that make the data easy to manipulate. Whenever logic pertains to a single BO 207 it is a candidate to be placed on that BO. This ensures that it will not be coded once for each controller 206 that needs it. Following are some standard examples of business object logic.

Business Logic: Managing Life Cycle State Overview The "state" of a business object 207 is the set of all its attributes. Life cycle state refers only to a single attribute (or a small group of attributes) that determine where the BO 207 is in its life cycle. For example, the life cycle states of a Task are Open, Completed, Cleared, or Error.

Business objectives usually involve moving a BO toward its final state (i.e., Completed for a Task, Closed for a Supplement, etc.).

Often, there are restrictions on a BO's movement through its life cycle. For example, a Task may only move to the Error state after first being Completed or Cleared. BOs provide a mechanism to ensure that they do not violate life cycle restrictions when they move from state to state.

Approach

A BO 207 has a method to move to each one of its different life cycle states. Rather than simply exposing a public variable containing the life cycle state of the task, the BO exposes methods, such as Task.Clear(), Task.Complete(), and Task.MarkInError(), that move the task a new state.

This approach prevents the task from containing an invalid value for life cycle state, and makes it obvious what the life cycle states of a task are.

Example

```
CTask Business object
Public Sub MarkInErroro
On Error Goto ErrorHandler
Select Case m-nLifeCycleState
I move to error only if I've already been completed or cleared Case
cmTaskCompleted, cmTaskCleared m-nLifeCycleState = cmTaskInError
otherwise, raise an error Case Else Err.Raise cmErrInvalidLifeCycleState
End Select Exit Sub ErrorHandler:
```

```
Err.Raise Err.Number
End Sub
```

Business Logic: Operating on Groups of Business Objects Overview Sometimes, a BO 207 acts as a container for a group of other BOs. This happens when performing operations involving multiple BOs. For example, to close, a claim ensures that it has no open supplements or tasks. There might be a method on the claim BO CanClose() - that evaluates the business rules restricting the closing of a claim and return true or false. Another situation might involve retrieving the open tasks for a claim. The claim can loop through its collection of tasks, asking each

task if it is open and, if so, adding it to a temporary collection which is returned to the caller.

Example

Claim Business object

Error handling omitted for clarity

Public Function CanCloseo As Boolean

CanClose = HasOpenTaskso And HasopenSupplementso End Function Public

Function HasOpenTaskso As Boolean I assume that I have open tasks

HasOpenTasks = True % loop through all my tasks and exit if I find one

that is open Dim task As CTask For Each task In m colTasks If

task.IsOpeno Then Exit Function Next task 1 1 must not have any open

tasks HasOpenTasks = False End Function Public Function

HasOpenSupplementso As Boolean I assume that I have open supplements

HasOpenSupplements = True I loop through all my supplements and exit if I

find one that is open Dim supp As CSupplement For Each supp In m -

colSupplements If supp.IsOpeno Then Exit Function Next supp

HasOpenSupplements = False End Function Public Function GetOpenTaskso As

Collection Dim task As CTask Dim colOpenTasks As Collection For Each task

In m colTasks If task.Isopeno Then colOpenTasks.Add task, task.Id Next

task Set GetOpenTasks = colOpenTasks End Function Business Object

Structures Overview When a BO 207 is added or updated, it sends all of

its attributes down to a **server** component 222 to write to the **database**

. Instead of explicitly referring to each attribute in the parameter list

of the functions on the CCA 208 and **server** component 222, all the

attributes are sent in a single variant array. This array is also known

as a structure.

Approach

Each editable BO 207 has a method named AsStruct that takes the object's

member variables and puts them in a variant array. The CCA 208 calls this

method on a BO 207 before it sends the BO 207 down to the **server**

component 222 to be added or updated. The reason that this is necessary

is that, although object references can be passed by value over the

network, the objects themselves cannot. Only basic data types like

Integer and String can be sent by value to a **server** component 222. A VB

enumeration is used to name the slots of the structure, so that the

server component 222 can use a symbolic name to access elements in the

array instead of an index.

Note that this is generally used only when performing adds or full adates

on a business object 207.

In a few cases, there is a reason to re-instantiate the BO 207 on the **server** side. The FromStruct method does exactly the opposite of the AsStruct method and initializes the BO 207 from a variant array. The size of the structure passed as a parameter to FromStruct is checked to increase the certainty that it is a valid structure.

When a BO 207 contains a reference to another BO 207, the AsStruct method stores the primary key of the referenced BO 207. For example, the Task structure contains a PerformerId, not the performer BO 207 that is referenced by the task. When the FromStruct method encounters the PerformerId in the task structure, it instantiates a new performer BO and fills in the ID, leaving the rest of the performer BO empty.

Example

CTask Business object

enumeration of all task attributes

Public Enum TaskAttributes

cmTaskId

cmTaskName

cmTaskDescription

End Enum

all task attributes declarations here

all setter and getter functions here

Public Function AsStructo As CTask

```

On Error Goto ErrorHandler
create and fill structure
Dim vStruct(cmTaskNumOfAttributes - 1) As Variant vStruct(cmTaskId) = m
vId vStruct(cmTaskName) = m-sName vStruct(cmTaskPerformerId) =
m-vPerformerId vStruct(cmTaskDescription) = m-sDescription AsStruct =
vStruct Exit Function ErrorHandler:

```

```

Err.Raise Err.Number
End Function
Public Sub FromStruct(vStruct As Variant) On Error Goto ErrorHandler
check size of vStruct if Ubound(vStruct) < > (cmTaskNumOfAttributes 1)
Then Err.Raise cmErrInvalidParameters update my values from the structure
m-vId = vStruct(cmTaskId) m-sName = vStruct(cmTaskName) m-vPerformer.Id
vStruct(cmTaskPerformerId) m,-sDescription vStruct(cmTaskDescription)
Exit Sub ErrorHandler:

```

```

Err.Raise Err.Number
End Sub
Cloning Business Objects
Overview

```

Often a copy of a business object 207 is made. Cloning is a way to implement this kind of functionality by encapsulating the copying process in the BO 207 itself. Controllers 206 that need to make tentative changes to a business object 207 simply ask the original BO 207 for a clone and make changes to the clone. If the user decides to save the changes, the controller 206 ask the original BO to update itself from the changes made to the clone.

Approach

Each BO 207 has a Clone method to return a shallow copy of itself. A shallow copy is a copy that doesn't include copies of the other objects that the BO 207 refers to, but only a copy of a reference to those objects. For example, to clone a task, it does not give the clone a brand new claim object; it gives the clone a new reference to the existing claim object. Collections are the only exception to this rule - they are always copied completely since they contain references to other BOs.

Each BO 207 also has an UpdateFromClone method to allow it "merge" a clone back in to itself by changing its attributes to match the changes made to the clone.

Example

```

I CTask Business object
Public Function Cloneo As CTask
On Error Goto ErrorHandler
create clone object
Dim tskClone As CTask
Set tskClone = New CTask
fill clone with my data
With tskClone
Id = m-vId
Name = m sName
PerformerId = m-vPerformerId
Set Performer = m-prfPerformer
Description = m-sDescription
End With
Set Clone = tskClone
Exit Function
ErrorHandler:

```

```

Err.Raise Err.Number
End Function
Public Sub UpdateFromClone(tskClone As CTask) On Error Goto ErrorHandler
I set my values equal to the clone's values with tskClone m-vId = ID
m-sName = Name m-vPerformerId = PerformerId Set m-prfPerformer =
Performer m-sDescription = Description End With Exit Sub ErrorHandler:

```

Err.Raise Err.Number
End Sub
Half-Baked Business Objects
Overview

130s 207 occasionally are filled only half-full for performance reasons. This is done for queries involving multiple tables that return large data sets. Using half-baked 130s 207 can be an error prone process, so it is essential that the half-baking of BOs are carefully managed and contained.

In most applications, there are two kinds of windows - search windows and edit/detail windows.

Search windows are the only windows that half-bake 130s 207. Generally, half-baking only is a problem when a detail window expecting a fully-baked BO receives a half baked 130 from a search window.

Approach

Detail windows refresh the 130s 207 they are passed by the search windows, regardless of whether or not they were already fully-baked. This addresses the problems associated with passing half-baked BOs and also helps ensure that the 130 207 is up-to date.

This approach requires another type of method (besides Get, Add, Update, and Delete) on the CCA 208: a Refresh method. This method is very similar to a Get method (in fact, it calls the same method on the **server** component) but is unique because it refreshes the data in objects that are already created. The detail window's controller 206 calls the appropriate CCA 208 passing the BO 207 to be refreshed, and may assume that, when control returns from the CCA 208, the BO 207 will be up-to-date and fully-baked.

This may not be necessary if two windows are very closely related. If the first window is the only window that ever opens the second, it is necessary for the second window to refresh the BO 207 passed by the first window if it knows that the BO 207 is baked fully enough to be used.

CCAs

CCAs 208 are responsible for transforming data from row and columns in a recordset to business objects 207, and for executing calls to **server** components 222 on behalf of controllers 206.

Retrieving Business Objects

Overview

After asking a component to retrieve data, the CCA 208 marshals the data returned by the component into business objects 207 that are used by the UI Controller 206.

Approach

The marshaling process is as follows:

CCAs 208 call GetRows on the recordset to get a copy of its data in a variant array in order to release the recordset as soon as possible. A method exist to coordinate the marshaling of each recordset returned by the component.

Only one recordset is coordinated in the marshaling process of a single method. A method exist to build a BO from a single row of a recordset. This method is called once for each row in the recordset by the marshaling coordination method.

Example

N Task CCA

```
Public Function GetAllTaskso As Collection On Error Goto ErrorHandler X  
call a helper method to retrieve tasks Dim vRows As Variant vRows =  
RetrieveAllTasks Dim i As Integer Dim task As CTask Dim colTasks As  
Collection Set colTasks = New Collection vRows is dimmed as column, row.
```

Loop til I run out of rows.

```
For i = 0 To Ubound(vRows, 2)
1 build BO using helper method
Set task = BuildTaskPromRow(vRows, i)
1 add to collection with ID as the key
colTasks.Add task, task.Id
Next i
Set MarshalTasks = colTasks
Exit Function
ErrorHandler:
```

```
Err.Raise Err.Number
End Function
```

```
Private Function RetrieveAllTaskso As Variant On Error Goto ErrorHandler
I call my component and get a recordset full of all tasks Dim rs As
ADOR.Recordset Set rs = tskComp.GetAllTaskso I get data in variant array
from the recordset GetAllTasks = rs.GetRows 1 release the recordset ASAP
rs.Close Set rs = Nothing Exit Function ErrorHandler:
```

```
Err.Raise Err.Number
End Function
```

```
Private Function BuildTaskFromRow(vRows As Variant, nCurrentRow As
Integer, Optional task As CTask) As CTask On Error Goto ErrorHandler
create task if it wasn't passed If task Is Nothing Then Set task = New
CTask I fill task with data With task Id = vRows(0, nCurrentRow) Name =
vRows(1, nCurrentRow) PerformerId = vRows(2, nCurrentRow) Description =
vRows(32, nCurrentRow) End With Set BuildTaskFromRow = task Exit Function
ErrorHandler:
```

```
Err.Raise Err.Number
End Function
```

Refreshing Business Objects
Overview

The logic to refresh BOs 207 is very similar to the logic to create them in the first place. A "refresh" method is very similar to a "get" method, but must use BOs 207 that already exist when carrying out the marshalling process.

Example

I Task CCA

```
Public Sub RefreshTask(task As CTask)
```

```
On Error Goto ErrorHandler
```

```
I call a helper method to retrieve tasks Dim vRow As Variant vRow =
RetrieveTaskWithId(task.Id) BuildTaskFromRow vRow, i, task Exit Sub
ErrorHandler:
```

```
Err.Raise Err.Number
End Sub
```

```
Private Function RetrieveTaskWithid(vId As Variant) As Variant On Error
Goto ErrorHandler 1 call my component and get a recordset full of all
tasks Dim rs As ADOR.Recordset Set rs = tskComp.GetTaskWithId(vId) I get
data in variant array from the recordset RetrieveTaskWithId = rs.GetRows
I release the recordset ASAP rs.Close Set rs = Nothing Exit Function
ErrorHandler:
```

```
Err.Raise Err.Number
End Function
```

Adding Business Objects
Overview

Controllers 206 are responsible for creating and populating new BOs 207. To add a BO 207 to the **database**, the controller 206 must call the CCA 208, passing the business object 207 to be added. The CCA 208 calls the AsStruct method on the 130 207, and pass the BO structure down to the component to be saved. It then updates the BO 207 with the ID and timestamp generated by the **server**. Note the method on the CCA 208 just updates the BO 207.

Example

```
I Task CCA
Public Sub AddTask(task As CTask)
On Error Goto ErrorHandler
N call component to add task passing a task structure Dim vIdAndTimestamp
As Variant vIdAndTimestamp = tskComp.AddTask(task.AsStructo) I update ID
and Timestamp on task task.Id = vIdAndTimestamp(o) task.TimeStamp =
vIdAndTimestamp(l) Exit Sub ErrorHandler:
```

```
Err.Raise Err.Number
```

```
End Sub
```

Updating Business Objects

Overview

The update process is very similar to the add process. The only difference is that the **server** component only returns a timestamp, since the BO already has an ID.

Example

```
I Task CCA
```

```
Public Sub UpdateTask(task As CTask)
```

```
On Error Goto ErrorHandler
```

```
l call component to update task passing a task structure Dim lTimeStamp
As Long lTimeStamp = tskComp.AddTask(task.AsStructo) I update Timestamp
on task task.TimeStamp = lTimeStamp Exit Sub ErrorHandler:
```

```
Err.Raise Err.Number
```

```
End Sub
```

Deleting Business Objects

Deleting Overview

Like the add and the update methods, delete methods take a business object 207 as a parameter and do not have a return value. The delete method does not modify the object 207 it is deleting since that object will soon be discarded.

Example

```
I Task CCA
```

```
Public Sub DeleteTask(task As CTask)
```

```
On Error Goto ErrorHandler
```

```
call component to update task passing a the ID and Timestamp
tskComp.DeleteTask task.Id, task.TimeStamp Exit Sub ErrorHandler:
```

```
Err.Raise Err.Number
```

```
End Sub
```

SERVER COMPONENT

Server components 222 have two purposes: enforcing business rules and carrying out data access operations. They are designed to avoid duplicating logic between functions.

Designing for Reuse

Enforcing Encapsulation

Each **server** component 222 encapsulates a single **database** table or a set of closely related **database** tables. As much as possible, **server** components 222 select or modify data from a single table. A component occasionally selects from a table that is "owned" or encapsulated by another component in order to use a Join (for efficiency reasons). A **server** component 222 often collaborates with other **server** components to complete a business transaction.

Partitioning Logic between Multiple Classes If the component becomes very large, it is split into more than one class. When this occurs, it is divided into two classes - one for business rules and one for data access. The business rules class implements the component's interface and utilizes the data access class to modify data as needed.

Example

```

Private Function MarkTaskInError(vMsg As Variant, vTaskId As Variant,
lTimestamp As Variant, sReason As String) As Long On Error GoTo
ErrorHandler Const cmMethodName = "MarkTaskInError" set the SQL statement
Dim sSQL As String sSQL = cmSQLMarkTaskInError l get a new timestamp Dim
lNewTimeStam As Long lNewTimeStam = GetTimeStampo create and fill a
collection of arguments to be merged with the SQL by the ExecuteQuery
method Dim colArgs As CCollection Set colArgs = New CCollection With
colArgs Add lNewTimeStam Add cmDBBooleanTrue Add sReason Add vTaskId Add
lTimestamp End With run the SQL and set my return value ExecuteQuery
vMsg, cmUpdate, sSQL, colArguments:=colArgs MarkTaskInErrcr =
lNewTimeStam l tell MTS I'm done GetObjectContext.SetComplete Exit
Function ErrorHandler:

```

```

l do error handling here
End Function

```

ERROR HANDLING

General Information

With the exception of "Class-hlitalize", "Class-Terminate", and methods called within an error handler, every function or subroutine has a user defined 'On Error GoTo' statement. The first line in each procedure is: On Error GoTo ErrorHandler. A line near the end of the procedure is given a label "Errofflandler". (Note that because line labels in VB 5.0 have procedure scope, each procedure can have a line labeled "ErrorHandler"). The Er rorHandler label is preceded by a Exit Sub or Exit Function statement to avoid executing the error handling code when there is no error.

Errors are handled differently based on the module's level within the application (i.e., user interface modules are responsible for displaying error messages to the user).

All modules take advantage of technical architecture to log messages. **Client** modules that t) already have a reference to the architecture call the Lou Manager object directly. Because **server** modules do not usually have a reference to the architecture, they use the LogMessage(global function compiled into each **server** component.

Any errors that are raised within a **server** component 222 are handled by the calling UI controller 206. This ensures that the user is appropriately notified of the error and that business errors are not translated to unhandled fatal errors.

All unexpected errors are handled by a general error handler function at the global Architecture module in order to always gracefully shut-down the application.

Server Component Errors

The error handler for each service module contains a Case statement to check for all anticipated errors. If the error is not a recoverable error, the logic to handle it is first tell MTS about the error by calling GetObjectContext.SetAborto. Next, the global LogMessage(function is called to log the short description intended for level one support personnel. Then the LogMessage(function is called a second time to log the detailed description of the error for upper level support personnel. Finally, the error is re-raised, so that the calling function will know the operation failed.

A default Case condition is coded to handle any unexpected errors. This logs the VB generated error then raises it. A code sample is provided below:

Following is an example of how error handling in the task component is implemented wl attempt is made to reassign a task to a performer that doesn't exist. Executing SQL to re task to a non-existent performer generates a referential integrity violation error, which is in this error handler:

Class Declarations

```
Private Const cmClassName 'ICTaskComp"
Public Sub ReassignTask(
On Error GoTo ErrorHandler
Private Const cmMethodName = "ReassignTask" Private Const
cmErrReassignTask = "Could not reassign task."
```

```
I logic to reassign a task
GetObjectContext.SetComplete
Exit Sub
ErrorHandler:
```

```
Dim sShortDescr As String
sShortDescr = cmErrReassignTask
I log short description as warning
LogMessage vMsg, Err.Number, cmSeverityWarning, cmClassName,
cmMethodName, sShortDescr Dim sLongDescr As String Select Case Err-Number
Case cmErrRefIntegrityviolation GetObjectContext.SetAbort sLongDescr =
"Referential integrity violation - tried & "to reassign task to a
non-existant performer.
```

```
& "Association ID: 11 & sAssnId
& "Association Type: & sAssnType
& "Old Performer Id: & sOldPerformerId
& "New Performer Id: & sNewPerformerId
log long description as severe
LogMessage vMsg, Err.Number, cmSeveritySevere, cmClassName, cmMethodName,
sLongDescr Err.Raise Err.Number more error handling Case Else let
architecture handle unanticipated error Dim nResumeCode As Integer
nResumeCode = GeneralErrorHandler(vMsg, cmServer, cmClassName,
cmMethodName) Select Case nResumeCode Case cmErrorResume Resume Case
cmErrorResumeNext Resume Next Case cmErrorExit.Exit Sub Case Else
GetObjectContext.Abort Err.Raise Err.Number End Select End Select End Sub
CCAs, Ms, Business Objects, and Forms All M's, CCA's, Business Objects,
and Forms raise any error that is generated. A code sample is provided
below:
```

```
Sub SubNameo
On Error GoTo ErrorHandler
< the procedure's code here>
Exit Sub
ErrorHandler:
```

```
Err.Raise Err.Number
End Sub
```

User Interface Controller Errors

The user interface controllers 206 handle any errors generated and passed up from the lower levels of the application. UI modules are responsible for handling whatever errors might be raised by **server** components 222 by displaying a message box to the user.

Any error generated in the UI's is also displayed to the user in a dialog box. Any error initiated on the **client** is logged using the LogMessage() procedure. Errors imitiated on the **server** will already have been logged and therefore do not need to be logged again.

All unexpected errors are trapped by a general error method at the global architecture module.

Depending on the value returned from this function, the controller may resume on the statement that triggered the error, resume on the next statement, call its Quiesce function to shut itself down, or call a Shutdown method on the application object to shutdown the entire application.

No errors are raised from this level of the application, since

controllers handle all errors. A code sample of a controller error handler is provided below:

Class Constants

```
Private Const cmClassName As String = 11< ComponentName> " Sub SubNameo
On Error GoTo ErrorHandler Const cmMethodName As String = 11< MethodName>
11 < the procedure's code here> Exit Sub ErrorHandler:
```

```
Select Case CStr(Err.Number)
Case
display the error to the user
I perform any necessary logic
Exit Sub (or Resume, or Resume Next)
Case Else
Dim nResumeCode As Integer
nResumeCode = GeneralErrorHandler(vMsg, cmController, cmClassName,
cmMethodName) Select Case CStr(nResumeCode) Case cmErrorResume Resume
Case cmErrorResumeNext Resume Next Case cmErrorExit Exit Sub Case
cmErrorQuiesce Quiesce Case Else objApp.SHUTDOWN End Select End Select
End Sub LOCALIZATION The CBAM application is constructed so that it can
be localized for different languages and countries with a minimum effort
or conversion.
```

Requirements and Scope

The CBAM architecture provides support for certain localization features:

Localizable Resource Repository;
Flexible User Interface Design;
Date Format Localization; and
Exposure of Windows Operation System Localization Features.

Localization Approach Checklist

Localization Feature Supported via Supported via Best Practices and
Architecture Architecture Assumptions Service API's Language Code (Locale
Identifier) Time Zones Date/Time Name VI/ Telephone Numbers VI, Functions
to Avoid V/ Weights and Measures Money V/ Addresses/Address Hierarchies
V/ Menus, Icons, Labels/Identifiers VI on Windows Messages/ Dialogs
String Functions, Sort Order and String Comparison Code Tables Drop-Down
Lists Form & Correspondence Templates Online and Printed Documentation
Database (DB2) P Party Controls Miscellaneous Localizable Literals
Repository The CBAM application has an infrastructure to support multiple
languages. The architecture acts as a centralized literals repository via
its Codes Table Approach.

The Codes Tables have localization in mind. Each row in the codes table
contains an associated language identifier. Via the language identifier,
any given code can support values of any language.

Flexible Interface 400

Flexible user interface 400 and code makes customization easy. The Figure
4 illustrates how different languages are repainted and recompiled. For
example, both a English UI 404, and a French UI 406 are easily
accommodated. This entails minimal effort because both UIs share the
same core code base 402. Updates to the UIs are merely be a superficial
change.

Generic graphics are used and overcrowding is avoided to create a user
interface which is easy to localize.

Data Localization

Language localization settings affect the way dates are displayed on UFs
(user interfaces). The default system display format is different for
different Language/Countries. For Example:

English (United States) displays "mm/dd/yy" (e.g., "05/16/98") English
(United Kingdom) displays "dd/mm/yy" (e.g., "16/05/98").

The present inventions UI's employ a number of third-party date controls including Sheridan Calendar Widgets (from Sheridan Software) which allow developers to set predefined input masks for dates (via the controls' Property Pages; the property in this case is "Mask").

Although the Mask property can be manipulated, the default setting is preferably accepted (the default setting for Mask is "0 - System Default"; it is set at design time). Accepting the default system settings eliminates the need to code for multiple locales (with some possible exceptions), does not interfere with intrinsic Visual Basic functions such as DateAdd, and allows dates to be formatted as strings for use in SQL.

The test program illustrated below shows how a date using the English (United Kingdom) default system date format is reformatted to a user-defined format (in this case, a string constant for use with DB2 SQL statements):

```
Const cmDB2DateAndTime = "mm-dd-YYYY-h.mm.ssII Private Sub
cmdConvToDB2-Click0 Dim sDB2Date As String sDB2Date =
Format$(SSDateCombo1.Date, cmDE2DateAndTime) txtDB2String.Text = sDB2Date
End Sub Leverage Windows Operation System The CBAM architecture exposes
interface methods on the RegistryService object to access locale specific
values which are set from the control panel.
```

The architecture exposes an API from the RegistryService object which allows access to all of the information available in the control panel. Shown below is the signature of the API:

GetRegionalInfo(Info As RegionalInfo) As String where RegionalInfo can be any of the values in the table below:

RegionalInfo Values

```
CmLanguageId CmDTDateSeparator cmDayLongNameMonday cmMonthLongNameJan
CmLanguageLocalized CmDTTimeSeparator cmDayLongNameTuesday
cmMonthLongNameFeb CmLanguageEnglish CmDTShortDateFormat
cmDayLongNameWednesday cmMonthLongNameMar CmLanguageAbbr
CmLDTongDateFormat cmDayLongNameThursday cmMonthLongNameApr
CmLanguageNative CmDTTimeFormat cmDayLongNameFriday cmMonthLongNameMay
CmCountryId CmDTDateFormatOrdering cmDayLongNameSaturday
cmMonthLongNameJun CmCountryLocalized CmDTLongDateOrdering
cmDayLongNameSunday cmMonthLongNameJul CmCountryEnglish
CmDTTimeFormatSpecifier cmDayAbbrNameMonday cmMonthLongNameAug
CmCountryAbbr CmDTCenturyFormatSpecifier cmDayAbbrNameTuesday
cmMonthLongNameSep CmCountryNative CmDTTimeWithLeadingZeros
cmDayAbbrNameWednesday cmMonthLongNameOct CmLanguageDefaultId
CmDTDayWithLeadingZeros cmDayAbbrNameThursday cmMonthLongNameNov
CmCountryDefaultId CmDTMonthWithLeadingZeros cmDayAbbrNameFriday
cmMonthLongNameDec CmDTDesignatorAM cmDayAbbrNameSaturday
cmMonthAbbrNameJan CmDTDesignatorPM cmDayAbbrNameSunday
cmMonthAbbrNameFeb cmMonthAbbrNameMar cmMonthAbbrNameApr
cmMonthAbbrNameMay cmMonthAbbrNameJun cmMonthAbbrNameJul
cmMonthAbbrNameAug cmMonthAbbrNameSep cmMonthAbbrNameOct
cmMonthAbbrNameNov cmMonthAbbrNameDec Get RegionalInfo Example:
```

```
Private Sub Command1_Click0
MsgBox "This is the language id for English: " &
GetRegionalInfo(CmLanguageId) End Sub Logical Unit of Work The Logical
Unit of Work (LUW) pattern enables separation of concern between UI
Controllers 206 and business logic.
```

Overview

Normally, when a user opens a window, makes changes, and clicks OK or Save, a **server** component 222 is called to execute a transaction that will save the user's changes to the **database**. Because of this, it can

be said that the window defines the boundary of the transaction, since the transaction is committed when the window closes.

The LUW pattern is useful when **database** transactions span windows. For example, a user begins editing data on one window and then, without saving, opens another window and begins editing data on that window, the save process involves multiple windows. Neither window controller 206 can manage the saving process, since data from both windows must be saved as an part of an indivisible unit of work. Instead, a LUW object is introduced to manage the saving process.

The LUW acts as a sort of "shopping bag". When a controller 206 modifies a business object 207, it puts it in the bag to be paid for (saved) later. It might give the bag to another controller 206 to finish the shopping (modify more objects), and then to a third controller who pays (asks the LUW to initiate the save).

Approach

Controllers 206 may have different levels of LUW "awareness":

Requires New: always creates a new LUW;

Rgquire: requires an LUW, and creates a new LLTW only if one is not passed by the calling controller; Requires Existing: requires an LUW, but does not create a new LUW if one is not passed by the calling controller. Raises an error if no LUW is passed; and Not SW12orted: is not capable of using an LUW.

Controllers 206 that always require a new LUW create that LUW in their ArchInitClass function during initialization. They may choose whether or not to involve other windows in their LUW.

If it is desirable for another window to be involved in an existing LUW, the controller 206 that owns the LUW passes a reference to that LUW when it calls the App Object 202 to open the second window. Controllers 206 that require an LLTW or require an existing LUW accept the LUW as a parameter in the ArchInitCiass function.

LUWs contain all the necessary logic to persist their "contents" - the modified BOs 207. They handle calling methods on the CCA 208 and updating the BOs 207 with new IDs and/or timestamps.

ARCHITECTURE API HIERARCHY

Following is an overview of the architecture object model, including a description of each method and the parameters it accepts. Additional sections address the concepts behind specific areas (code caching, message logging, and data access) in more detail.

Arch Object

Figure 5 depicts the current properties on the Arch Object 200.

The following are APIs located on the Arch Object 200 which return either a retrieved or created instance of an object which implements the following interfaces:

```
CodesMan( 500;  
TextMan( 502;  
IdMan( 504;  
RegMano 506;  
LogMano 508;  
ErrMan( 5 10;  
UserMan( 512; and  
SecurityMan( 514.
```

AsMsgStruclo

This method on the Arch Object returns a variant structure to pass along a remote message.

Syntax:

```
Public Function AsMsgStructo As Variant
End Function
Example:
```

```
Dim vMsg As Variant
vMsg = objArch.AsMsgStruct
CodesMan
```

The following are APIs located on the interface of the Arch Object 200 named CodesMan 500:

```
CheckCacheFreshness(
FillControl(ctlControl, nCategory, nFillType, [nCodeStatus],
[colAssignedCodes]); FilterCodes(colAllCodes, nCodeStatus);
GetCategoryCodes(nCategory); GetCodeObject(nCategory, sCode);
GetResourceString(ISOString); GetServerDate(); RefreshCache();
RemoveValidDates(sCode, colPassedInAssignedCodes); and
SetServerDate(dtServerDate).
```

CheckCacheFreshnessso

Checks whether the cache has expired, if so refresh.

Syntax:

```
Private Sub CheckCacheFreshnessso
End Sub
Example:
```

```
CheckCacheFreshness
FUIControl(
```

This API is used to fill listboxes or comboboxes with values from a list of CodeDecodes.

Returns a collection for subsequent lookups to Code objects used to fill controls.

Syntax:

```
Public Function FillControl(ctlControl As Object, nCategory As
CodeDecodeCats, nFillType AS CodeDecodeLengths, Optional nCodeStatus As
CodeDecodeFilters = cmValidCodes, Optional colAssignedCodes As
CCollection) As CCollection End Function Parameters:
```

ctlControl: A reference to a passed in listbox or combobox.

nCategory: The integer based constant which classified these CodeDecodes from others. Several of the valid constants include:

cmCatTaskType = 1

cmCatSource

cmCatTaskStatus

nFillType: The attribute of the CodeDecode which you want to fill. several of the valid values include:

cmCode

cmShortDecode

cmLongDecode

nCodeStatus: optional value which filters the Code Decodes according to their Effective and Expiration dates. Several of the valid constants include:

cmAllCodes Pending + Valid + Expired Codes cmPendingCodes Codes whose effective date is greater than the current date cmValidCodes Not Pending or Expired Codes colAssignedCodes: used when filling a control which should fill and include assigned values.

Example:

Declare an instance variable for States collection on object Private colStates As CCollection 'Call FillControll API, and set local collection inst var to collection of codes which were used to fill the controll. This collection will be used for subsequent lookups.

Set colStates = objArch.CodesMan.FillControl(frmCurrentForm.cboStates, cmCatStates, cmLongDecode) FilterCodesO Returns a collection of code/decodes that are filtered using their effective and expiration dates based on which nCodeStatus is passed from the fillcontrol method.

Sntax:

Private Function FilterCodes(colAllCodes As CCollection, nCodeStatus As CodeDecodeFilters) As CCollection End Function Parameters:
colAllCodes:

nCodeStatus:

Example:

Set colFilteredCodes = FilterCodes(colCodes, nCodeStatus)
GetCategoryCodesO Returns a collection of CCode objects given a valid category Syntax:

Public Function GetCategoryCodes(nCategory As CodeDecodeCats) As CCollection End Function Parameters:

nCategory: The integer based constant which classified these CodeDecodes from others.

Example:

Dim colMyStates As CCollection
Set colMyStates = objArch.CodesMan.GetcategoryCodes(cmCatStates) Below shows an example of looking up the Code value for the currently selected state.
With frmCurrentForm.cboStates
If ListIndex > -1 Then
Dim objCode As CCode
Set objCode colStates(.ItemData(.ListIndex)) sStateCode objCode.Code End
If End With GetCodefectO Returns a valid CCode object given a specific category and code.

Syntax:

Public Function GetCodeObject(nCategory As CodeDecodeCats, sCode, As String) As CCode End Function Parameters:

nCategory: The integer based constant which classified these CodeDecodes from others.

sCode: A string indicating the Code attribute of the CodeDecode object.

Example:

frmCurrentForm.lblState = objArch.CodesMan.GetCodeobject(cmCatStates, 'IL").LongDecode GetResourceStringO Returns a string from the resource file given a specific string ID.

Syntax:

Private Function GetResourceString(lStringId As Long) As String End Function Parameters:

lStringId: The id associated with the string in the resource file.

Example:

sMsg = arch.CodesMan.GetResourceString(cLng(vMessage)) GetServerDateo
Returns the date from the **server** .

Syntax:

```
Private Function GetServerDateo As Date  
End Function
```

Example:

```
SetServerDate CCA.GetServerDate  
RefreshCacheO  
Refreshes all of the code obhjects in the cache.  
Syntax:
```

```
Private Sub RefreshCacheo  
End Sub
```

Example:

```
Tr-Cache.RefreshCache  
Remove ValidCodeso  
Removes all valid codes from the passed in assigned codes collection,  
which is used to see which codes are assigned and not valid.
```

Syntax:

```
Private Sub RemoveValidCodes(sCode As String, colPassedInAssignedCodes As  
CCollection) End Sub Parameters:
```

sCode: Name of code
colPassedInAssignedCodes: Codes already in use.

Example:

```
RemoveValidCodes codCode.Code, colPassedInAssignedCodes SetServerDateo  
Sets the server date.
```

Syntax:

```
Private Sub SetServerDate(dtServerDate As Date) End Sub Parameters:
```

dtServerDate: Date of **Server** .

Example:

```
SetServerDate CCA.GetServerDate  
TextMan  
The following are APIs located on the interface of the Arch Object 200  
named TextMan 502.
```

```
PairUpAposts(;  
PairUpAmps(; and  
MergeParms (.
```

```
PairUpAposts 0  
Pairs up apostrophes in the passed string.
```

Syntax:

```
Public Function PairUpAposts(sOriginalString As String) As String End  
Function Parameters:
```

soriginalString: string passed in by the caller Example:

```
Dim sString As String  
sString = objArch.TextMan.PairUpAposts("This is Monika's string")
```

expected return: sString = "This is Monika's string" PairUpAmps 0 Pairs up ampersands in the passed string.

Syntax:

```
Public Function PairUpAmps(sOriginalString As String) End Function
Parameters:
```

soriginalString: string passed in by the caller Example:

```
Dim sString As String
sString = objArch.TextMan.PairUpAmps('Forms&Corr") expected return:
sString = "Forms&&Corr" MergeParms 0 Merges string with the passed
parameters collection.
```

Syntax:

```
Public Function mergeParms(sString As String, colParms As CCollection) As
String End Function Parameters:
```

soriginalString: string passed in by the caller colParms As Ccollection: collection of the parameters passed in by the caller Example:

```
Dim sString As String
sString = objArch.TextMan.MergeParms(sString, colParms) IdMan The
following are APIs located on the interface of the Arch Object 200 named
IdMan 504:
```

```
GetGUID(;
GetSequenceID(;
GetTimeStamp(;
GetTrackingNbr(; and
GetUniqueId(.
```

GetGUID 0

Syntax:

```
Public Function GetGUIDO
End Function
Example:
```

```
Dim vNewGuid AS Variant
vNewGuid = objArch.IdMan.GetGUID
GetSequenceId 0
Syntax:
```

```
Public Function GetSequenceId(sTemplateType As CounterName) As String End
Function Parameters:
```

sTemplateType: The string specifying the template requesting a sequence id (i.e. cmCountFC Forms & Corr) Example:

```
frmCurrentForm.txtTemplateName = objArch.IdMan.
GetSequenc6Id(cmCountFC) GeMmeStamp 0 Syntax:
```

```
Public Function GetTimeStampo
End Function
Example:
```

```
Dim nNewTimeStamp As Long
nNewTimeStamp = objArch.IdMan.GetTimeStamp GetTrackingNbr 0 Syntax:
```

```
Public Function GetTrackingNbros
End Function
Example:
```

```
Set objTechArch = New CTechArch
sUniqueTrackNum = objTechArch.IdMan.GetTrackingNbr GetUniqueId 0 Syntax:
```

```
Public Function GetUniqueId()
End Function
Example:
```

```
Dim vUid As Variant
vNewUid = objArch.IdMan.GetUniqueId
RegMan
```

The following are APIs located on the interface of the Arch Object 200 named RegMan 506:

```
GetCacheLife();
GetClientDSN();
GetComputerName();
GetDefaultAndValidate();
GetFCArchiveDirectory();
GetFCDistributionDirectory();
GetFCMasterDirectory();
GetFCUserDirectory();
GetFCWorkingDirectory();
GetHeIpPath();
GetLocalffifo();
GetLogLevel();
GetRegionallInfo();
GetRegValue();
GetServerDSN();
GetSetfing();
GeffimerLogLevel();
GetTimerLogPath(); and
GeffseLocalCodes().
```

```
GetCacheLifeo
```

```
Syntax:
```

```
Public Function GetCacheLifeo As String
```

```
End Function
```

```
Example:
```

```
Dim s As String
s = objArch.RegMan.GetCacheLife
GetClientDSN()
Syntax:
```

```
Public Function GetClientDSNO As String
```

```
End Function
```

```
Example:
```

```
Dim s As String
s = objArch.RegMan.GetClientDSN
GetComputerNameo
Syntax:
```

```
Public Function GetComputerNameo As String End Function Example:
```

```
Dim s As String
s = objArch.RegMan.GetComputerName
GetDefaultAndValidateo
Syntax:
```

```
Private Function GetDefaultAndValidate(sKey As String) As String End
Function Parameters:
```

sKey: The key within the registry of which the user is requesting (i.e.: Help Path) Example:

```
Dim sDefault As String
```

```
sDefault = objArch.RegMan.GetDefaultAndValidate(sKey)
GetFCArchiveDirectory Syntax:
```

```
Public Function GetFCArchiveDirectory(i As String End Function Example:
```

```
Dim s As String
s = objArch.RegMan.GetFCArchiveDirectory GetFCDistributionDirectoryo
Syntax:
```

```
Public Function GetFCDistributionDirectoryo As String End Function
Example:
```

```
Dim s As String
s = objArch.RegMan.GetFCDistributionDirectory GetFCMasterDirectoryo
Syntax:
```

```
Public Function GetFCMasterDirectoryo As String End Function Example:
```

```
Dim s As String
s = objArch.RegMan.GetFCMasterDirectory
GetFCUserDirectoryo
Syntax:
```

```
Public Function GetFCUserDirectoryo As String End Function Example:
```

```
Dim s As String
s = objArch.RegMan.GetFCUserDirectory
GetWorkingDirectoryo
Syntax:
```

```
Public Function GetFCWorkingDirectoryo As String End Function Example:
```

```
Dim s As String
s = objArch.RegMan.GetFCWorkingDirectory GetHelpPath Syntax:
Public Function GetHelpPatho As String
End Function
Example:
```

```
Dim s As String
B = objArch.RegMan.GetHelpPath
GetLocalInfoo
Syntax:
```

```
Public Function GetLocalInfoo As String
End Function
Example:
```

```
Dim s As String
s = objArch.RegMan.GetLocalInfo
GetLogLevel(
Syntax:
```

```
Public Function GetLogLevel() As String
End Function
Example:
```

```
Dim s As String
s = objArch.RegMan.GetLogLevel
GetRegionaffinfoO
```

Allows access to all locale specific values which are set from control panel.

Syntax:

```
Public Function GetRegionalInfo(Info As RegionalInfo) As String End
Function Parameters:
```

Info: string containing the regional information. Several of the valid

constants include:

cmLanguageId = &H1 language id
cmLanguageLocalized = &H2 localized name of language cmLanguageEnglish =
&H1001 English name of language CmLanguageAbbr = &H3 abbreviated language
name 0 cmLanguageNative = &H4 native name of language Example:

Dim s As String
s = objArch.RegMan.GetRegionalInfo
GetReg Valueo
Syntax:

Public Function GetRegValueo As String
End Function
Example:

Dim s As String
s = objArch.RegMan.GetRegValue
GederverDSN(
Syntax:

Public Function GetServerDSNO As String
End Function
Example:

Dim s As String
s = objArch.RegMan.GetServerDSN
Gedettingo
Get setting from the registry.

Syntax:
Public Function GetSetting(sKey As String) As String End Function
Parameters:

sKey: The key within the registry of which the user is requesting (i.e.:
Help Path) Parameters:

GetHelpPath = GetSetting(cmRegHelpPathKey) GeMmerLogLevel(Syntax:

Public Function GetTimerLogLevel() As String End Function Example:

Dim s As String
s = objArch.RegMan.GetTimerLogLevel
GeMmerLogPatho
Syntax:

Public Function GetTimerLogPatho As String End Function Example:

Dim s As String
s = objArch.RegMan.GetTimerLogPath
GeWseLocalCodeso
Syntax:

Public Function GetUseLocalCodeso As String End Function Example:

Dim s As String
s = objArch.RegMan.GetUseLocalCodes
LPSTRToVBStringo
Extracts a VB string from a buffer containing a null terminated string.

Syntax:

Private Function LPSTRToVBString\$(ByVal s\$) End Function LogMan The
following are APIs located on the interface of the Arch Object 200 named
LogMan 508:

LogMessage (;

WriteToDatabase(; and
WriteToLocalLog(.

LogMessage 0

Used to log the message. This function will determine where the message should be logged, if at all, based on its severity and the vMsg's log level.

Syntax:

```
Public Sub LogMessage(vMsg As Variant,  
lSeverity As Long,  
sClassName As String,  
sMethodName As String,  
sVersion As String,  
lErrorNum As Long,  
Optional sText As String = vbNullString) End Sub Parameters:
```

vMsg: the standard architecture message

lSeverity: the severity of the message

sClassName: the name of the class logging the message sMethodName: the name of the method logging the message sVersion: the version of the binary file (EXE or DLL) that contains the method logging message

lErrorNum: the number of the current error sText: an optional parameter containing the text of the message. If omitted, the text will be looked up in a string file or the generic VB error description will be used

Example:

```
If Err.Number < > 0 Then
```

```
log message
```

```
Arch.LogMan.LogMessage(vMsg, cmSeverityFatal, "COrganizationCTLR",  
"InitForm", GetVersiono, Err.Number, Err.Description) re-raise the error  
Err.Raise Err.Number End If WriteToDatabase 0 Used to log the message to  
the database on the server using the CLoggingComp. This function  
returns the TrackingId that is generated by the CLoggingObject.
```

Syntax:

```
Private Sub WriteToDatabase(vMsg As Variant, msgToLog As Message) End Sub  
Parameters:
```

vMsg: the standard architecture message

msgToLog: a parameter containing the text of the message.

Example:

```
If msgToLog.IsLoggableAtLevel(m-lLocalLogLevel) Then WriteToDatabase  
vMsg, msgToLog End If WriteToLocalLog 0 Used to log the message to either  
a flat file, in the case of Windows 95, or the NT Event Log, in the case  
of Windows NT.
```

Syntax:

```
Private Sub WriteToLocalLog(msgToLog As CMessage) End Sub Parameters:
```

msgToLog: a parameter containing the text of the message.

Example:

ErrorHandler:

```
WriteToLocalLog msgToLog
```

```
End Sub
```

ErrMan

The following are APIs located on the interface of the Arch Object 200
named ErrMan 5 10:

```
HandleError(;
```

RaiseOriginal(
ResetError(; and
Update(.

HandleError(
This method is passed through to the general error handler in MArch.bas

Syntax:
Public Function HandleError(vMsg As Variant, nCompType As CompType,
sClassName As String, sMethodName As String) As ErrResumeCodes End Sub Wo
00/67182 PCTIUSOO/12245 Parameters:

vMsg: GeneralArchitecture Information
nCompType: Contains tier information (client or Server) sClassName:
Class which raised the error.

sMethodName; method which raised the error.

RaiseOriginal(
This method is used to Reset the error object and raise.

Syntax:

Public Sub RaiseOriginal()
End Sub
Example:

objArch.ErrMan.Raiseoriginal
ResetErroro
This method is used to reset attributes.
Syntax:

Public Sub ResetErroro
End Sub
Example:

objArch.ErrMan.ResetError
Updateo
This method is used to update attributes to the values of VBs global
Error object.

Syntax:

Public Sub Updateo
End Sub
Example:

objArch.Errman.Update
UserMan
The following are A-PIs located on the interface of the Arch Object 200
named UserMan 512.

Userld;
Employeeeld;
EmployeeNarne;
ErnpoyeeFirstNarne;
ErnpoyeeLastNarne;
EmployeeMiddlelnitial;
GetAuthorizedErnpoyees;
IsSuperOf (;
IsRelativeOf(; and
IsInRole(.

UserId(
Syntax:

Public Property Get UserIdo As String
End Property

Example:

```
Dim sNewUserId As String
sNewUserId = objArch.UserMan.UserId
EmployeeId(
Syntax:
```

```
Public Property Get EmployeeId As String End Property Example:
```

```
Dim sNewEmployeeId As String
sNewEmployeeId = objArch.UserMan.EmployeeId EmployeeNameo Syntax:
```

```
Public Property Get EmployeeNameo As String End Property Example:
```

```
Dim sName As String
sName = objArch.UserMan.EmployeeName
EmployeeFirstNameo
Syntax:
```

```
Public Property Get EmployeeFirstNameo As String End Property Example:
```

```
Dim sFName As String
sFName = objArch.UserMan.EmployeeFirstName EmployeeLastNameO Syntax:
```

```
Public Property Get EmployeeLastNameoAs String End Property Example:
```

```
Dim sLName As String
sLName = objArch.UserMan.EmployeeLastName EmployeeMiddleInitial( Syntax:
Public Property Get EmployeeMiddleInitial() As string End Property
Example:
```

```
Dim sMI As String
sMI = objArch.UserMan.EmployeeMiddleInitial GetAuthorizedEmployeeSo
Creates a collection of user's supervisees from the dictionary and
returns GetAuthorizedEmployees - collection of authorized employees
Syntax:
```

```
Public Function GetAuthorizedEmployeeSo As CCollection End Function
Example:
```

```
Dim colAuth As Collection
colAuth = objArch.UserMan.GetAuthorizedEmployees IsSuperOf 0 Checks if
the current user is supervisor of the passed in user.
```

Syntax:

```
Public Function IsSuperOf(sEmpId As String) As Boolean End Function
Parameters:
```

```
sEmpId: string containing Employee ID number Example:
Dim bIsSuperofMonika As Boolean
bIsSuperOfMonika = objArch.UserMan.IsSuperOf("TS012345") IsRelativeOf 0
Checks if the passed in user is relative of the current user.
```

Syntax:

```
Public Function IsRelativeOf(sEmpId As String) As Boolean End Function
Parameters:
```

```
sEmpId: string containing Employee ID number Example:
```

```
Dim bIsRelativeofMonika As Boolean
bIsRelativeofmonika = objArch.UserMan.IsRelativeOf("TS012345") IsInRole 0
Checks to see if the current user is in a certain role.
```

Syntax:

Public Function IsInRole(sRole As String) As Boolean End Function
Parameters:

sRole: string containing role

Example:

Dim bIsInRoleTaskLibrarian As Boolean
bIsInRoleTaskLibrarian = objArch.UserMan.IsInRole("TA") SecurityMan The following A-Pls are located on the interface of the Arch Object 200 named SecurityMan 514.

EvalClaimRules;
EvalFileNoteRules;
EvalFormsCorrRules;
EvalOrgRules;
EvalRunApplicationRules;
EvalRunEventProcRules;
EvalTaskTemplateRules;
EvalUserProfilesRules;
IsOperAuthorized;
GetUserld; and
OverrideUser.

EvalClaimRules 0

This API references business rules for Claim security checking and returns a boolean if rules are met.

Syntax:

Private Function EvalClaimRules(lBasicOp As cmBasicOperations,
vContextData As Variant) As Boolean End Function Parameters:

lBasicOp: a basic operation the current user is wishing to perform (i.e. Delete) vContextData: a variant array holding relevant business objects or other information.

Example:

Select Case l0peration
Case cmWorkOnClaim
IsOperAuthorized = EvalClaimRules(cmview, vContextData) And
EvalClaimRules(cmEdit, vContextData) EvalfileNoteRules 0 This API references business rules for FileNote security checking and returns a boolean if rules are met.

Syntax:

Private Function EvalFileNoteRules (lBasicOp As cmBasicOperations,
vContextData As Variant) As Boolean End Function Parameters:

lBasicop: a basic operation the current user is wishing to perform (i.e. Del vContextData: a variant array holding relevant business objects or other inf Example:

Select Case l0peration
Case cmDeleteFileNote
IsOperAuthorized = EvalFileNoteRules(cmDelete, vContextData)
EvafformsCorrRules 0 This API references business rules for Forms and Corr security checking and returns a boolean if rules are met.

Syntax:

Private Function EvalFormsCorrRules(lBasicop As cmBasicOperations) As Boolean End Function Parameters:

lBasicop: a basic operation the current user is wishing to perform (i.e. Delete) Example:

```

Select Case lOperation
Case cmMaintainFormsCorr
IsOperAuthorized = EvalFormsCorrRules(cmEdit) And
EvalFormsCorrRules(cmDelete) And EvalFormsCorrRules(cmAdd) EvalftRules 0
This API references business rules for Event Processor security checking
and returns a boolean if rules are met.

```

Syntax:

```

Private Function EvalOrgRules(lBasicOp As cmBasicOperations) As Boolean
End Function Parameters:

```

lBasicOp: a basic operation the current user is wishing to perform (i.e. Example:

```

Select Case lOperation
Case cmMaintainOrg
IsOperAuthorized = EvalOrgRules(cmAdd) And EvalOrgRules(cmEdit) And
EvalOrgRules(cmDelete) EvalRitnApplicationRules 0 This API references
business rules for running the application and returns a boolean if rules
are met.

```

Syntax:

```

Private Function EvalRunApplicationRules(lBasicOp As cmBasicOperations)
As Boolean End Function Parameters:
lBasicOp: a basic operation the current user is wishing to perform (i.e.
Delete) Example:

```

```

Select Case lOperation
Case cmRunApplication
IsOperAuthorized = EvalRunApplicationRules(cniExecute)
EvalRunEventProcRules 0 This API references business rules for Event
Processor security checking and returns a boolean if rules are met.

```

Syntax:

```

Private Function EvalRunEventProcRules(lBasicOp As cmBasicOperations) As
Boolean End Function Parameters:

```

lBasicOp: a basic operation the current user is wishing to perform (i.e. Example:

```

Select Case lOperation
Case cmRunEventProcessor
IsOperAuthorized = EvalRunEventProcRules(cmExecute) EvaffaskTemplateRules
0 This A-PI references business rules for Task Template security checking
and returns a boolean if rules are met.

```

Syntax:

```

Private Function EvalTaskTemplateRules(lBasicOp As cmBasicOperations) As
Boolean End Function Parameters:

```

lBasicOp: a basic operation the current user is wishing to perform (i.e. Delete) Example:

```

Select Case lOperation
Case cmMaintainTaskLibrary
IsOperAuthorized = EvalTaskTemplateRules(cmAdd) And
EvalTaskTemplateRules(cmEdit) And EvalTaskTemplateRules(cmDelete)
EvalUserProfileRules 0 This API references business rules for Task
Template security checking and returns a boolean if rules are met.

```

Syntax:

```

Private Function EvalUserProfileRules(lBasicOp As cmBasicOperations,

```

vContextData As Variant) As Boolean End Function Parameters:

lBasicOp: a basic operation the current user is wishing to perform (i.e. Delete) vContextData: a variant array holding relevant business objects or other information.

Example:

```
Select Case lOperation
Case cmIsRelativeOf
IsOperAuthorized = EvalUserProfileRules(cmView, vContextData) And
EvalUserProfileRules(cmAdd, vContextData) And
EvalUserProfileRules(cmEdit, vContextData) And
EvalUserProfileRules(cmDelete, vContextData)
GetUserId 0 Returns the
login name/user id of the current user.
```

Syntax:

```
Public Function GetUserId0 As String
End Function
```

Example:

```
Dim sUserId as String
sUserId = GetUserId
IsOperAtithorized 0
This API references business rules and returns a boolean deterrnining
whether the user has security privileges to perform a certain operation.
```

Syntax:

```
Public Function IsOperAuthorized(vMsg, as variant, nOperation as
cmOperations, vContext As Variant) As Boolean End Function Parameters:
```

vMsg: the standard architecture message

nOperation: an enumeration containing name of operation to be checked.

vContext: a variant array holding relevant business objects or other information.

Example:

```
Dim bCanIDoThis As Boolean
bCanIDoThis = objArch.SecurityMan.IsOperAuthorized(vMsg,aoperationName,
vContext)
TlbEditIcon.Enabled = bCanIDoThis
OverrideUser 0 Re-initializes
for a different user.
```

Syntax:

```
Public Sub OverrideUser(Optional sUserld As String, Optional dictRoles As
Mictionary, Optional dictSubs As Mictionary) End Function Parameters:
```

sUserld:

dictRoles:

dictSubs:

Example:

```
Dim x As New CTechArch
x.SecurityMan.OverrideUser "Everyone", New Mictionary, New Mictionary
CODES FRAMEWORK General Requirements Separate tables (CodesDecodes) are
Created for storing the static values.
```

Only the references to codes/decodes are stored in business tables (e.g., Task) which utilize these values. This minimizes the size of the business tables, since storing a Code value takes much less storage space than its

corresponding Decode value (e.g., For State, "AL" is stored in each table row instead of the string "Alabama"). CodeDecodes are stored locally on the **client** workstation in a local DBMS. On Application startup, a procedure to ensure the local tables are in sync with the central DBMS is performed.

Infrastructure Approach

The present invention's Code Decode Infrastructure 600 Approach outlines the method of physically modeling codes tables. The model allows codes to be extended with no impact to the physical data model and/or application and architecture. Figure 6 shows the physical layout of CodeDecode tables according to one embodiment of the present invention.

Infrastructure

The physical model of the CodeDecode infrastructure 600 does the following:

Supports relational functionality between CodeDecode objects; Supports extensibility without modification to the DBMS or Application Architecture; Provides a consistent approach for accessing all CodeDecode elements; and Is easily maintainable.

These generic tables are able to handle new categories, and modification of relationships without a need to change the DBMS or CodeDecode Application Architecture.

Benefits of this model are extensibility and maintainability. This model allows for the modifications of code categories without any impact to the DBMS or the Application Architecture code. This model also requires fewer tables to maintain. In addition, only one method is necessary to access CodeDecodes.

Table Relationships and Field Descriptions:

(pk) indicates a Primary Key

Code-Category 602

C-Category (pk): The category number for a group of codes C-Cache (currently not utilized): Can indicate whether the category should be cached in memory on the **client** machine e T-Category: A text description of the category (e.g., Application Task Types, Claim Status, Days of Week) D-Last-Update: The date any data within the given category was last updated; this field is used in determining whether to update a category or categories on the local data base Relationships A one-to-many relationship with the table Code (i.e., one category can have multiple codes) Code 604 C-Category (pk): The category number for a group of codes C-Code (pk): A brief code identifier (up to ten characters; the current maximum length being used is five characters) D-Effective: A date field indicating the code's effective date D-Expiration: A date field indicating the code's expiration date (the default is January 1, 2999) Relationships A many-to-one relationship with Code-Category 602 (described above) 9 A one-to-many relationship with Code-Relations 606 (a given category and-code combination can be related to multiple other category-and-code combinations) Code-Relations 606 C-Category1 (pk): The first category C-Code1 (pk): The first code C-Category2 (pk): The related category C-Code2 (pk): The related code Relationships A many-to-one relationship with the Code table (each category and code in the Code table can have multiple related category-code combinations) Code-Decode 608 9 C-Category (pk): The category number for a group of codes e C-Code (pk): A brief code identifier (up to ten characters; the current maximum length being used is five characters) e N-Lang-ID (pk): A value indicating the local language setting (as defined in a given machine's Regional Settings). For example, the value for English (United States) is stored as 0409. Use of this setting allows for the storage and selection of text code descriptions based on the language chosen 9 T-Short-Desc: An abbreviated textual description of C-Code T-Long-Desc: A full-length textual description of C-Code-what the user will actually see (e.g.,

Close Supplement - Recovery, File Note, Workers Compensation)
Localization Support Approach Enabling Localization Codes have support for multiple languages. The key to this feature is storing a language identifier along with each CodeDecode value. This Language field makes up a part of the compound key of the Code-Decode table. Each Code API lookup includes a system level call to retrieve the Language system variable. This value is used as part of the call to retrieve the values given the correct language.

Maintaining Language Localization Setting A link to the Language system environment variable to the language keys is stored on each CodeDecode. This value is modified at any time by the user simply by editing the regional settings User Interface available in the Microsoft Windows Control Panel folder.

Codes Expiration Approach

Handling Time Sensitive Codes becomes an issue when filling controls with a list of values.

One objective is to only allow the user to view and select appropriate entries. The challenge lies in being able to expire Codes without adversely affecting the application. To achieve this, consideration is given to how each UI will decide which values are appropriate to show to the user given its current mode.

The three most common UI modes that affect time sensitive codes are Add Mode, View Mode, and Edit Mode.

Add Mode

In Add Mode, typically only valid codes are displayed to the user as selection options. Note that the constant, cmValidCodes, is the default and will still work the same even when this optional parameter is omitted.

Set colStates = obiArch.CodesMan.FillControl(frmCurrentForm.cboStates, cmCatStates, cmLongDecode, cmValidCodes) View Mode In View Mode, the user is typically viewing results of historical data without direct ability to edit. Editing selected historical data launches another UI. Given this the controls are filled with valid and expired codes, or in other words, non-pending codes.

Set colStates = obiArch.CodesMan.FillControl(frmCurrentForm.cboStates, cmCatStates, cmLongDecode, cmNonPendingCodes) Edit Mode In Edit Mode, changes are allowed to valid codes but also expired codes are displayed if already assigned to the entity.

Dim colAssignedCodes As New cCollection

colAssignedCodes.Add HistoricalAddress. State Set colStates = obi Arch. CodesMan.FillControl(frmCurrentForm.cboStates, cmCatStates, cmLongDecode, cmValidCodes, colAssignedCodes) Updating Local CodeDecodes The Local CodeDecode tables are kept in sync with central storage of CodeDecodes. The architecture is responsible for making a check to see if there are any new or updated code decodes from the **server** on a regular basis. The architecture also, upon detection of new or modified CodeDecode categories, returns the associated data, and performs an update to the local **database**. Figure 7 is a logic diagram for this process 700.

After an API call, a check is made to determine if the Arch is initialized 702. If it is a check is made to determine if the Freshness Interval has expired 704. If the Freshness Interval has not expired, the API call is complete 706. However, if either the Arch is not initialized or the Freshness Interval has expired, then the "LastUpdate" fields for each category are read from the CodeDecode and passed to the **server** 708. Then new and updated categories are read from the **database** 710. Finally the Local **database** is updated 712.

Code Access APIs

The following are APIs located on the interface of the Arch Object 200 named CodesMan 500.

```
GetCodeObject(nCategory, sCode);
GetCategoryCodes(nCategory);
FillControl(ctlControl, nCategory, nFillType, [nCodeStatus-],
[colAssignedCodes]).
```

GetCodeObject: Returns a valid CCode object given a specific category and code.

Syntax:

```
GetCodeObject(nCategory, sCode)
Wo 00/67182 PCTIUS00/12245
Parameters:
```

nCategory: The integer based constant which classified these CodeDecodes from others.

sCode: A string indicating the Code attribute of the CodeDecode object.

Example:

```
frmCurrentForm.lblState = objArch.CodesMan.GetCodeObject (cmCatStates,
"IL").Lon GetCategoryCodes: Returns a collection of CCode objects given a
valid category Syntax:
```

```
GetCategoryCodes(nCategory)
Parameters:
```

nCategory.- The integer based constant which classified these CodeDecodes from others.

Example:

```
Dim colMyStates AS CCollection
Set colMyStates = objArch.CodesMan.GetCategory(cmCatStates) FillControl:
This API is used to fill listboxes or comboboxes with values from a list
of CodeDecodes. Returns a collection for subsequent lookups to Code
objects used to fill controls.
```

Syntax:

```
HlControl(ctlControl, nCategory, nFillType, [nCodeStatus],
[colAssignedCodes]) Parameters:
ctlControl: A reference to a passed in listbox or combobox.
```

nCategory: The integer based constant which classified these CodeDecodes from others.

nFillType: The attribute of the CodeDecode which you want to fill. Valid values include:

```
cmCode
cmShortDecode
cmLongDecode
```

nCodeStatus: Optional value which filters the Code Decodes according to their Effective and Expiration dates. Valid constants include the following:

```
cmAllCodes Pending + Valid + Expired Codes cmPendingCodes Codes whose
effective date is greater than the current date cmValidCodes Not Pending
or Expired Codes cmExpiredCodes Codes whose expired date is greater than
the current date cmNonPendingCodes Valid + Expired Codes cmNonValidCodes
Pending + Expired Codes cmNonExpiredCodes Pending + Valid Codes
```

colAssignedCodes: Used when filling a control which should fill and include assigned values.

Example:

Declare an instance variable for States collection on object Private colStates As CCollection Call FillControl API, and set local collection inst var to collection of codes which were used to fill the control. This collection will be used for subsequent lookups.

Set colStates = objArch.CodesMan.FillControl(frmCurrentForm.cboStates, cmCatStates, cmLongDecode) Below shows an example of looking up the Code value for the currently selected state.

```
With frmCurrentForm.cboStates
If ListIndex > -1 Then
Dim objCode As CCode
Set objCode colStates(.ItemData(.Listindex)) sStateCode objCode.Code End
If End With Relational Codes Access APIs Code objects returned via the
"GetCodeObject" or "GetCategoryCodes" APIs can have relations to other
code objects. This allows for functionality in which codes are associated
to other individual code objects.
```

The A.PIs used to retrieve these values are similar to those on the CodesMan interface. The difference, however is that the methods are called on the Codes object rather than the CodesManager interface: Listed below again are the APIs.

```
GetCodeObject(nCategory, sCode);
GetCategoryCodes(nCategory);
FillControl(ctlControl, nCategory, nFillType, [nCodeStatus],
[colAssignedCodes]).
```

Given below is some sample code to illustrate how these APIs are also called on Code objects.

GetCodeObject Example:

```
Dim objBondCode As CCode
Set objBondCode = objArch.CodesMan.GetCodeObject(cmCatLOB, "B") Dim
objSuretyCode As CCode Set objSuretyCode =
objBondCode.GetCodeObject(cmCatSupplement, "B01") GetCategory Example:
```

```
Dim objBondCode As CCode
Set objBondCode = objArch.CodesMan.GetCodeObject(cmCatLOB, "B") Dim
colSupplements As CCollection Set colSupplements =
objBondCode.GetCategory(cmCatSupplement) FillControl Example:
Dim objBondCode As CCode
Set objBondCode = objArch.CodesMan.GetCodeObject(cmCatLOB, "B") Dim
colSupplements As CCollection Set colSupplements =
objBondCode.FillControl(f=Form.cboSupplements, cmCatSupplements,
cmLongDecode) MESSAGE LOGGING The message logging architecture allows
message logging in a safe and consistent manner. The interface to the
message logging component is simple and consistent, allowing message
logging on any processing tier. Both error and informational messages are
logged to a centralized repository.
```

Abstracting the message logging approach allows the implementation to change without breaking existing code.

Best Practices

Messages are always logged by the architecture when an unrecoverable error occurs (i.e., the network goes down) and it is not explicitly handled. Message logging may be used on an as needed basis to facilitate the diagnosis and fixing of SIRs. This sort of logging is especially useful at points of integration between classes and components. Messages logged for the purpose of debugging have a severity of Informational, so

as not to be confused with legitimate error messages.

Usage

A message is logged by calling the LogMessage(function on the architecture.

Description of Parameters:

vMsg: the standard architecture message

lSeverity: the severity of the message

sClassName: the name of the class logging the message sMethodName: the name of the method logging the message sVersion: the version of the binary file (EYE or DLL) that contains the method logging the message lErrorNum: the number of the current error sText: an optional parameter containing the text of the message. If omitted, the text will be looked up in a string file or the generic VB error description will be used.

sText: an optional parameter containing the text of the message. If omitted, the text will be looked up in a string file or the generic VB error description will be used.

lLoggingOptions: an optional parameter containing a constant specifying where to log the message (i.e., passing cmLogToDBAndEventViewer to LogMessage will log the error to the **database** and the event viewer.) Logging Levels Before a message is logged, its severity is compared to the log level of the current machine. If the severity of the message is less than or equal to the log level, then the message is logged.

Valid values for the log level are defined as an enumeration in VB. They include:

Value Name Description Example

0 CmFatal A critical condition that closes or Application **Server** threatens the entire system crash I CmSevere A condition that closes or threatens a Network failure major component of the entire system 2 CmWarning A warning that something in the system Optimistic locking is wrong but it does not close or error threaten to close the system 3 CmInformation Notification of a particular occurrence Developer debugging al for logging and audit purposes information Example If Err.Number < > 0 Then log message Arch.LogMan.LogMessage(vMsg, cmSeverityFatal, "COrganizationCTLR II, "InitForm", GetVersiono, Err.Number, Err.Description) re-raise the error Err.Raise Err.Number End If **Database** Log The **database** log table is composed of the following fields:

Field Name Description

N MSG ID Unique ID of the message

D MSG Date the message occurred

C ERR SEV Severity of the error

N USER ID Name of user when error occurred N MACHID Name of the machine

that the error occurred on M CLASS Name of the class that the error

occurred in M METHOD Name of the method that the error occurred in N

CMPNT VER Ver ion of the binary file that the error occurred in C ERR

Number of the error T MSG Text of the message Local Log Messages are

always logged to the application **server** 's Event Log; however this is

not necessarily true for the **database** as noted by the optional

parameter passed to LogMessage, lLoggingOptions. An administrator with

the appropriate access rights can connect to the NITS application **server**

remotely and view its Event Log. Only one MTS package contains the Event

Log Component, so that errors will all be written to the same application

server Event Log.

Events logged via Visual Basic always have "VBRuntime" as the source. The **Computer** field is automatically populated with the name of the **computer** that is logging the event (i.e., the NITS application **server**) rather than the **computer** that generated the event (typically a **client computer**).

The same event details that are written to the **database** are formatted into a readable string and written to the log. The text "The VB Application identified by... Logged:" is automatically added by VB; the text that follows contains the details of the message.

DATA ACCESS

All but a few exceptional cases use the "ExecuteQuery" API. This API covers singular **database** operations in which there exists a single input and a single **output**. Essentially should only exclude certain batch type operations.

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The Data Access Framework serves the purposes of performance, consistency, and maintainability.

Performance

The "ExecuteQuery" method incorporates usage patterns for using ADO in an efficient manner.

Examples of these patterns include utilization of disconnected recordsets, and explicitly declaring optional parameters which result in the best performance.

Consistency

This method provides a common interface for development of data access. Given a simple and stable data access interface, best practices can be developed and disseminated.

Maintainability

Since the method is located in a single location, it is very modularized and can be maintained with little impact to its callers.

Application servers often use the ActiveX Data Objects (ADO) data access interface. This allows for a simplified programming model as well as enabling the embodiments to utilize a variety of data sources.

The "ExecuteQuery" Method

Overview

The "ExecuteQuery" method should be used for most application SQL calls. This method encapsulates functionality for using ADO in a effective and efficient manner. This API applies to situations in which a single operation needs to be executed which returns a single recordset object.

Syntax

Set obj = ExecuteQuery(vMsg, nTranType, sSQL, [nMaxRows], [adoTransConn], [args]) Parameters vmsg This parameter is the TechArch struct. This is used as a token for information capture such as performance metnics, error information, and security.

nTranType

An application defined constant which indicates which type of operation is being performed. Values for this parameter can be one of the following constants:

cmSelect

cmSelectLocal

cmUpdate

cmInsert

cmDelete

sSQL

String containing the SQL code to be performed against the DBMS.

nMaxRows (Optional)

Integer value which represent the maximum number of records that the recordset of the current query will return.

adoTransConn (Optional)

An ADO Connection object. This is created and passed into execute query for operations which require ADO transactional control (see "Using Transactions" section) args (Optional) A list of parameters to be respectfully inserted into the SQL statement.

Implementation

In one embodiment of the present invention the "ExecuteQuery" method resides within the MservArch.bas file. This file should be incorporated into all ServerComponent type projects.

This will allow each **server** component access to this method.

Note: Since this method is a public method in a "bas" module, it is globally availab anywhere in the project.

```
Public Function ExecuteQuery(vMsg As Variant, nTranType As TranTypes,
sSQL As String, Optional nMaxRows As Integer = 0, Optional adoTransConn
As ADODB.Connection, Optional colArguments As CCollection) As Variant On
Error GoTo ErrorHandler Wo 00/67182 PCTIUSOO/12245 Const cmMethodName As
String = "ExecuteQuery" StartTimeLogger vMsg, cmTimerIdDBTotal,
cmClassName, cmMethodName find out if this call is an isolate operation
or part of an ADO (not MTS) transaction Dim isAtomicTrans As Boolean
isAtomicTrans = adoTransConn. Is Nothing Dim nRecordsAffected As Integer
Dim adoRS As New ADODB.Recordset Dim adoConn As ADODB.Connection Dim
lAuxErrNumber As Long 'open a new connection or keep using the passed in
connection Set adoConn = IIf(isAtomicTrans, New ADODB.Connection,
adoTransConn) If isAtomicTrans Then adoConn.Open cmODBC-Connect ADO will
wait indefinitely until the execution is complete during performance
testing #If IsPerfTest Then adoConn.CommandTimeout = 0 #End if End If
Make sure date args are formatted for DB2 if appropriate If Not
colArguments Is Nothing Then Set colArguments =
FormatArgsForDB2(colArguments) merge the passed in arguments with the SQL
string sSQL = MergeSQL(sSQL, colArguments) Debug.Print Time sSQL execute
the SQL statement depending on the transaction type Select Case
CStr(nTranType) Case cmSelect adoRS.MaxRecords = nMaxRows
adoRS.CursorLocation = adUseClient adoRS.Open sSQL, adoConn,
adOpenForwardOnly, adLockReadonly, adCmdText Set adoRS.ActiveConnection =
Nothing Set ExecuteQuery = adoRS Case cmSelectLocal adoRS.MaxRecords =
nMaxRows adoRS.CursorLocation. = adUseClient adoRS.Open sSQL, adoConn,
adOpenStatic, adLockBatchOptimistic, adCmdText Set adoRS.ActiveConnection
= Nothing Set ExecuteQuery = adoRS Case cm.Insert Set adoRS =
adoConn.Execute(sSQL, nRecordsAffected, adCmdText) If nRecordsAffected <
= 0 Then Err.Raise cmErrQueryInsert Set adoRS = Nothing ExecuteQuery =
nRecordsAffected Case cmUpdate, cmDelete Set adoRS =
adoConn.Execute(sSQL, nRecordsAffected, adCmdText) If nRecordsAffected <
= 0 Then Err.Raise cmErrOptimisticLock Set adoRS = Nothing ExecuteQuery =
nRecordsAffected Case cmSpFileNote Set adoRS = adoConn.Execute(sSQL,
nRecordsAffected, adCmdText) Set adoRS = Nothing Case Else Err.Raise
cmErrInvalidParameters End Select StopTimeLogger vMsg, cmTimerIdDBTotal,
cmClassName, cmMethodName Exit Function ErrorHandler:
```

```
Dim objArch As Object
```

```
Set objArch = CreateObject(IlcmArch.CTechArch") Select Case CStr(Err)
Case cmErrQueryInsert, cmErrOptimisticLock, cmErrInvalidParameters Raise
error Err.Raise Err Case cmErrDSNNotFound Dim sMsgText As String sMsgText
= "Data Source Name not found." & vbCrLf &
CStr(objArch.RegMan.GetServerDSN) & Create a new message log and log the
message objArch.LogMan.LogMessage vMsg, cmSeverityFatal, cmClassName,
cmMethodName, GetVersiono, cmErrDSNNotFound, sMsgText,
cmLogToEventVieweronly lAuxErrNumber = adoConn.Errors(0).NativeError 'The
error code is stored since when closing the conection it will be lost If
adoConn.State < > adStateClosed Then adoConn.Close Err.Raise
cmErrDSNNotFound,, sMsgText Case Else Create a new message log and log
the message objArch.LogMan.LogMessage vMsg, cmSeverityFatal, cmClassName,
cmMethodName, GetVersiono, Err.Number, Err.Description,
cmLogToEventViewerOnly lAuxErrNumber = adoConn.Errors(0).NativeError 'The
```

error code is stored since when closing the connection it will be lost. If
 adoConn.State < > adStateClosed Then adoConn.Close Err.Raise
 lAuxErrNumber End Select End Function
 Selecting Records ExecuteQuery
 utilizes disconnected recordsets for "Select" type statements. This
 requires that the **clients**, particularly the CCA's contain a reference
 to ADOR, ActiveX Data Object Recordset. This DLL is a subset of the ADO DB
 DLL. ADOR contains only the recordset object.

Using disconnected recordsets allows marshalling of recordset objects
 from server to **client**. This performs much more efficiently than the
 variant array which is associated with using the "GetRows" API on the
server. This performance gain is especially apparent when the
 application **server** is under load of a large number of concurrent users.

Sample from **Client** Component Adapter (CCA) Dim vAns as Variant Dim
 adoRS As ADOR.Recordset Set adoRS = objServer.PerformSelect(vMsg, nId) If
 objRS.EOF Then Set objRS = Nothing Exit Function End If vAns =
 adoRS.GetRows Set adoRS = Nothing
 Marshalling vAns into objects
 Sample from **Server** Component Private Const cmCustSQL = "Select - from Customer where
 id = ?" Public Function PerformSelect(vMsg, nId) as Variant Dim colArgs
 as CCollection Set colArgs = New CCollection colArgs.Add nId Set
 PerformSelect = ExecuteQuery(vMsg, cmCustSQL, colArgs) End
 Function
 Code Clip from ExecuteQuery (Select Section) Case cmSelect
 adoRS.MaxRecords = nMaxRows adoRS.CursorLocation = adUseClient adoRS.Open
 sSQL, adoConn, adOpenForwardOnly, adLockReadOnly, adCmdText Set
 ExecuteQuery = adoRS
 Inserting Records Inserting records requires certain
 information pertaining to optimistic locking. On the **server** a unique
 value is requested to indicate the last time modified. This unique value
 is returned back to the requestor such that it can be used to later
database operations.

Sample from **Client** Component Adapter (CCA) Dim vNewTS as Variant vNewTS
 = objServer.PerformInsert(vMsg, nId, sName) Set object's TimeStamp to
 vNewTS
 Sample from **Server** Component Private Const cmCustInsertSQL =
 "Insert Customer (nId, Name, LastUpdated) Values(?, ?, ?)" Public Function
 PerformInsert(vMsg, nId, sName) As Variant Dim lCurrTS as Long lCurrTS =
 GetTimeStamp Dim colArgs as CCollection Set colArgs = New CCollection
 colArgs.Add nId colArgs.Add sName colArgs.Add lCurrTS ExecuteQuery(vMsg,
 cmCustInsertSQL, colArgs) PerformInsert = lCurrTS
 Code Clip from ExecuteQuery (Insert Section) Case cmInsert Set adoRS =
 adoConn.Execute(sSQL, nRecordsAffected, adCmdText) If nRecordsAffected <
 = 0 Then Err.Raise cmErrQueryInsert Set adoRS = Nothing ExecuteQuery =
 nRecordsAffected
 Updating Records Updating records requires certain
 information pertaining to optimistic locking. On the **server** a unique
 value is requested to indicate the last time modified. Also the last read
 timestamp is used to validate, during the update, that the record has not
 been modified since last time read.

Sample from **Client** Component Adapter (CCA) Dim vNewTS as Variant vNewTS
 = objServer.PerformUpdate(vMsg, l, 'Rick,, 8907654) Set object's
 TimeStamp to vNewTS
 Sample from **Server** Component Private
 Const cmCustUpdateSQL = "Update Customer Set Name LastUpdated = ? 1 &
 "Where Id = ? " & "And LastUpdated = ?" Public Function PerformUpdate(vMsg,
 nId, sName, lLastTS) As Variant Dim lCurrTS as Long lCurrTS =
 GetTimeStamp Dim colArgs as CCollection Set colArgs = New CCollection
 colArgs.Add sName colArgs.Add lCurrTS colArgs.Add nId colArgs.Add lLastTS
 PerformUpdate = ExecuteQuery(vMsg, cmCustUpdateSQL, colArgs)
 PerformUpdate = lCurrTS
 End Function
 Code Clip from ExecuteQuery (Update Section) Case cmUpdate Set adoRS =
 adoConn.Execute(sSQL, nRecordsAffected, adCmdText) If nRecordsAffected < 0 Then Err.Raise
 cmErrOptimisticLock ExecuteQuery = nRecordsAffected
 Deleting Records In deleting records the last read timestamp is used to validate, during the
 delete, that the record has not been modified since last time read.

Sample from **Client** Component Adapter (CCA) Dim vAns as variant vAns =
 objServer.PerformDelete(vMsg, nId lLastTS) Sample from **Server**

Component Private Const cmCustDeleteSQL "Delete From Customer & "Where Id = ? " & "And LastUpdated ? Public Function PerformDelete(vMsg, nld lLastTS) As Variant Dim colArgs as CCollection Set colArgs = New Ccollection colArgs.Add nId colArgs.Add lLastTS PerformDelete = ExecuteQuery(vMsg, cmDelete, cmCustDeleteSQL) Exit Function Code Clip from ExecuteQuery (Delete Section) Case cmDelete Set adoRS = adoConn.Execute(sSQL, nRecordsAffected, adCmdText) If nRecordsAffected < 0 Then Err.Raise cmErroptimisticLock ExecuteQuery = nRecordsAffected Wo 00/67182 PCT/USOO/12245 **DATABASE** LOCKING FRAMEWORK **Database** Locking ensures the integrity of the **database** in a multi-user environment. Locking prevents the common problem of lost updates from multiple users updating the same record.

Solution Options

Pessimistic Locking

This policy of locking allows the first user to have full access to the record while following users are denied access or have read only access until the record is unlocked. There are drawbacks to this method of locking. It is a method that is prone to deadlocks on the **database** as well poor performance when conflicts are encountered.

Optimistic Locking

The optimistic approach to record locking is based on the assumption that it is not normal processing for multiple users to both read and update records concurrently. This situation is treated as exceptional processing rather than normal processing. Locks are not actually placed on the **database** at read time. A timestamp mechanism is used at time of update or delete to ensure that another user has not modified or deleted the record since you last read the record.

A preferred embodiment of the present invention uses an optimistic locking approach to concurrency control. This ensures **database** integrity as well as the low overhead associated with this form of locking. Other benefits to this method are increased availability of records to multiple users, and a minimization of **database** deadlocks.

Table candidates for concurrency control are identified during the "Data Modeling Exercise".

The only table which is updated concurrently is the Optimistic Locking mechanism. Once these are identified, the following is added to the application.

Add "N-Last-Updt" field to table in **database** ; Error Handling routines on those operations which modify or delete from this table; and Display/Notification to user that the error has occurred.

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Usage

The chart below describes the roles of the two basic types of components to enable optimistic locking.

Assumption: The optimistic locking field is of type Date and is named "N Last-Ypdt" **Client** Components **Server** Components Read Store N - Last - Updt value in the Retrieve data (Always including NLast-Updt field).

Access business object for use in possible updates or deletes. SELECT Id, FirstName, N-Last-Updt FROM Customer WHERE id = 10; Inserts Normal Dim lCurrTS As Double lCurrTS = GetTimeStamp INSERT INTO Customer (Id, FirstName, N - Last - Updt) VALUES (1, "Rick", lCurrTS); Return new timestamp (lCurrTS) as well as new Id Updates Pass previously read timestamp to Dim lCurrTS As Double identify whether row was modified. lCurrTS = GetTimeStamp This is in addition to a unique identifier and whatever data needs to be updated. UPDATE Customer SET firstName = "Richard", Handle exception if record has been N - Last-Updt = lCurrTS previously modified. WHERE id = I Notify user of conflict. AND LastUpdate

= lastReadTimestamp; Rollback any changes.

If no rows are affected, handle and propagate error back out to the client .

Return new timestamp (ICurrTS)

Deletes Pass previously read timestamp to DELETE Customer identify whether row was modified. WHERE id = I This is in addition to a unique identifier AND N-Lastupdt = lastReadTimestamp; Handle exception if record has been If no rows are affected, handle and propagate error back previously modified. out to the client .

Notify user of conflict.

Rollback any changes.

LARGE RESULT SET

When retrieving records from a **database** , if the search criteria is too broad, the amount of data required to be retrieved from the **database** and passed across the network will affect user perceived performance. Windows requesting such data will be slow to paint and searches will be slow. The formation of the **database** queries is made such that a workable amount of data is retrieved. There are a few options for addressing the problems that occur from large result sets.

The options are given below in order of preference.

Redesign the interface/ controller to return smaller result sets. By designing the controllers that present the **database** queries intelligently, the queries that are presented to the **database server** do not return a result set that is large enough to affect user perceived performance. In essence, the potential to retrieve too many records indicates that the UIs and the controllers have been designed differently. An example of a well designed Search UI is one where the user is required to enter in a minimum search criteria to prevent an excessively large result set.

Have Scrollable Result Sets. The scrolling retrieval of a large result set is the incremental retrieval of a result subset repeated as many times as the user requests or until the entire result set is obtained. Results are retrieved by the Bounded Query Approach where the first record is determined by a where clause with calculated values.

Scrollable Result Set **Client** requirements Preferred UI The preferred displays are as follows:

Returned results are displayed in a GreenTree List Box; An action button with the label More is provided for the user to obtain the remaining results; The More button is enabled when the user has performed an initial search and there are still results to be retrieved; The More button is disabled when there are no more results to retrieve; The List Box and the Action button is contained within a group box to provide a visual association between the button and the List Box.

Bounded Query

Queries that are implemented with the limited result sets are sent to the **server** . The **server** implements the executeQuery method to retrieve the recordset as usual. Limited result queries have an order by clause that includes the business required sort order along with a sufficient number of columns to ensure that all rows can be uniquely identified. The recordset is limited by the nMaxRows variable passed from the **client** incremented to obtain the first row of the next result set. The return from the component is a recordset just the same as with a query that is not limited. The CCA 208 creates the objects and passes these back to the controller 206. The Controller 206 adds this returned collection of object to its collection of objects (an accumulation of previous results)

and while doing so will performs the comparison of the last object to the first object of the next row. The values necessary to discriminate the two rows are added to the variant array that is necessary to pass to the component for the subsequent query.

The Controller 206 on the **client** retains the values for nMaxRows, the initial SQL statement, and array of values to discern between the last row of the previous query and the first row of the next query. The mechanism by which the controller 206 is aware that there are more records to retrieve is by checking the number of results is one greater than the max number of rows. To prevent the retrieval of records past the end of file, the controller 206 disables these functions on the UI. For example, a command button More on the UI, used to requested the data, is disabled when the number of objects returned is less than nMaxRows + 1.

Application responsibility

Server

The **Server** component is responsible for creating a collection of arguments and appending the SQL statement to add a where clause that will be able to discriminate between the last row of the previous query and the first row of the next.

CCA

The CCA 208 processes the recordset into objects as in non limited queries. The CCA 208 forwards the variant array passed from the Controller 206 to identify the limited results.

Controller

The controller 206 has the responsibility of disabling the More control when the end of file has been reached. The controller 206 populates the variant array (vKeys) with the values necessary to determine start of next query.

Example

A CCA 208 is coded for a user defined search which has the potential to return a sizable result set. The code example below implements the Bounded Query approach.

On the **Server** the developer codes the query as follows:

```
Public Function RetrieveBusinessObjects(vMsg As Variant, ByVal sSql As
String, ByVal nMaxRows As Integer, Optional ByVal vKeys As Variant) As
Recordset On Error GoTo ErrorHandler Declare local constants Const
cmMethodName As String = "RetrieveBusinessObjects" Declare local
variables Dim cmClassName As String Dim colArgs As New CCollection
initialize instance variables cmClassName = "l1CSRSTestComp" fill argument
collection Set colArgs = ArgumentsForBusinessobject(vKeys, sSQL)
increment nMaxRows to obtain row for comparison nMaxRows = nMaxRows + 1
ExecuteQuery Set RetrieveBusinessobjects = ExecuteQuery(vMsg,
cmSelectLocal, sQuery, nMaxRows, colArgs) Tell MTS we're done
GetObjectContext.SetComplete Exit Function ErrorHandler:
```

```
Select Case Err.Number
```

```
Case Else
```

```
Dim iResumeCode As Integer
```

```
iResumeCode = GeneralErrorHandler(vMsg, cmServer, cmClassName,
cmMethodName) Select Case iResumeCode Case cmErrorResume Resume Case
cmErrorResumeNext Resume Next Case cmErrorExit Exit Function Case Else
101 GetObjectContext.SetAbort Err.Raise Err.Number End Select End Select
End Function To determine the additional where clause necessary to
determine the starting point of the query, the following method is added:
```

```
Private Function ArgumentsForBusinessobject(vKeys As Variant, sSql As
string) As CCollection Dim colArgs As CCollection Const
cmGreaterThanWhereString As String ? > ? Const
cmGreaterThanOrEqualWhereString As String ? > = ? AND 1 initialize local
variables Set colArgs = New CCollection sSql = sSql + "WHERE" with
```

```

colArgs If vKeys(0) < > Empty Then Add ("N-TASK-TEMPL-ID") Add (vKeys(0))
End If If vKeys(1) < > Nothing Then .Add value2 fieldName I add vKeys (1)
sSql = sSql + cmGreaterThanOrEqualWhereString 'End If If vKeys(2) < >
Nothing Then .Add value3 fieldName .add vKeys(2) sSql = sSql +
cmGreaterThanOrEqualWhereString 'End If End with finalize SQL statement
sSql = sSql + cmGreaterThanWhereString Set ArgumentsForBusinessObject =
colArgs End Function On the CCA 208, allowance must be made for the
passing of the vKeys Public Function Retn'eveBusinessObjects(vMsg As
Variant, sSql As String, rmaxRows As Integer, Optional ByVal vKeys As
Variant) As CCollection Set percmpComponent = New CSRSTestComp Dim i As
Integer Set adoRS = percmpComponent.RetrieveBusinessObjects(vMsg, sSql,
nMaxRows, vKeys) 102 convert recordset to business objects
adoRS.MoveFirst Do Until adoRS.EOF Call ConvertToBusinessobject
adoRS.MoveNext Loop return the collection of business objects Set
RetrieveBusinessobjects = dictBusinessObject Set dictBusinessobject = New
CCollection End Function The controller initiates the query and updates
the variant array of keys and form 204 properties based on the return. In
addition to the code shown for the example below, the More Control is
enabled if the search is cleared.

```

```

'declare instance variables
Private rmaxRows As Integer
Dim interimResults As CCollection
Dim vResults As CCollection
Dim vKeys(3) As Variant
declare Constants
Private Const nDefaultAmount As Long = 50 Private Const
cmRetrieveBusinessObjectSQL "SELECT FROM NODE-RULE ORDER BY
N-TASK-TEMPL-ID During class initialization perform the following:

```

```

Public Sub Class-inito
obtain settings from registry
nMaxRows = CInt(GetSetting(cmRegApp, cmRegArchSection,
cmLimitedResultAmountKey, lDefaultAmount)) Call resetSearch Set objCCA =
New (CCA class name) End Sub Search reset ftunctionality is kept outside
of initialization so this may be called from other parts of the
application.

```

```

Public Sub resetSearcho
Dim I as Integer
Set vResults = New Ccollection
For I = 0 To 3
Set vKeys(I) = Empty
Next
Set vKeys(0) = Empty
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frmCurrentForm.cmdMore.Enabled = True
End Sub
Public Sub RetrieveBusinessObjectso
Const cmMethodName As String = "retrieveBusinessobjects" Call RetainMouse
l get arch message Dim vMsg As Variant vMsg = objApp.objArch.AsMsgStructro
I call the component Dim pair As CArchPair Declare local variables Dim
sSql As String Dim colArgs As CCollection Dim cmClassName As String Set
interimResults = objCCA.RetrieveBusinessObjects(vMsg, cmRetrieveBusineE
nMaxRows, vKeys) ctr = ProcessobjectCollection stop if size of return is
less than the maximum If ctr < nMaxRows + 1 Then
frmCurrentForm.cmdMore.Enabled = False restore pointer
Screen.MousePointer = lPrevPtr End Sub In order to retain the values to
discriminate between the last row of the result set and the first row of
the next the following method on the controller is used:

```

```

Private Function ProcessobjectCollectiono As Integer merge results with
the instance variable for the collection Dim ctr As Integer ctr = 0 For
Each element In interimResults ctr = ctr + 1 retain Keys for subsequent
Queries With element Select Case ctr Case nMaxRows store all values that
may be used for row comparison vKeys(0) = NodeId add last object to

```

collection vResults.Add element Case nMaxRows + 1 last object only used for comparison 'If the proceeding value can be used to uniquely identify row then delete value from array 104 I THERE SHOULD BE N - 1 nested If statements where N = size of vKeys If value2 < > vKeys(1) Then vKeys(2) = Empty If NodeId < > vKeys(0) Then vKeys(1) = Empty 'End If Case Else vResults.Add element End Select End With Next ProcessObjectCollection = ctr End Function

Operation of example with data

Name	Status	Unique ID
Joy Andersen	Closed	22
Jay Anderson	Open	12
John Barleycorn	Closed	512
John Barleycorn	Open	32
Esther Davidson	Open	88
David Dyson	Closed	98
Bobby Halford	Open	234
Steven Jackowski	Closed	4
Kyle Johnsen	Open	65
Jeff Johansen	Open	13
Mary Johnson	Closed	24
Larry Olsen	Open	21
William O'Neil	Closed	29
Jane Pick	Open	3285

For this example let nN4axRows = 3. The business case calls for the result set to be ordered by the last name, and developer knows that any row can be uniquely identified by the FirstName, LastName, and Unique ID fields so the initial SQL added as a constant in the controller should be; SELECT FROM Person ORDER BY LastName, FirstName, Unique-ID Initial Query The first query is sent with an empty vKeys Array. When the server receives this query, the method ArgumentsForBusinessObject identifies the elements as being empty and does not populate the colAxgs. The query is executed with the initial SQL unchanged. The recordset of size nMaxRows + 1 is returned to the CCA 208 and processed the same as non-limited results.

The CCA 208 returns the collection of objects to the controller 206. The controller 206 proceeds to populate the vResults collection with the returned objects. vResults is the comprehensive collection of objects returned. When the last object of the first request is reached (at nMaxRows), the values are stored in vKeys as such; vKeys(0) = LastName (Barleycorn) vKeys(1) = FirstName (John vKeys(2) = Unique-ID (512) When the First Object of the next request is reached (at nN4axRows +1), comparison of the object variables against the vKeys values is performed. Because the last names match, vKeys(2) will not be deleted and no further checks are performed.

Subsequent Query

The subsequent query will pass vKeys along with it. The server creates the collection of arguments from vKeys and append the sSql string in accordance. The sSql statement that is passed to execute query is SELECT FROM Person ORDER BY LastName, FirstName, Unique-ID WHERE ? > = ? AND ? > = ? AND ? > ? This sSql and collection is included in the call to ExecuteQuery which merges the arguments with the string relying on the architecture method MergeSQL to complete the SQL statement. The starting point of the recordset is defined by the WHERE clause and the limit is set by the nMaxRows value.

Query less restrictive WHERE criteria

After the second query the last row of the query is David Dyson and the next is Bobby Halford. Because the last name is different, vKeys will be empty except for vKeys(0) = Dyson.

The ProcessObjectCollection will populate vKeys as follows when processing nMaxRows object:

```
vKeys(0) = LastName (Dyson)
vKeys(1) = FirstName (David)
vKeys(2) = Unique-ID (98)
```

After identifying the differences between vKeys values and the nMaxRows + 1 object the vKeys array is updated as follows:

```
vKeys(0) = LastName (Dyson)
vKeys(1) = Empty
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vKeys(2) = Empty
```

The query that is returned from ArgutnentsForBusinessObject is SELECT FROM Person ORDER BY LastName, FirstName, Unique-ID WHERE ? > ? and the

coLXgs possessing the fieldname FirstName and the value ("David"). ExecuteQuery merges the arguments with the sql statement as before and returns the value.

Ending

After the fifth iteration the result set will only possess 2 records. When the controller 206 processes the returned collection the counter returned from ProcessObjectCollection is less than riMaxRows + 1 which indicates that all records have been retrieved.

SECURITY FRAMEWORK

Implementation

Figure 8 shows a representation of the Security Framework 800 and its main components.

It can be seen from Figure 8 that the Security object 802 is present at the **Client** and a Security API is provided at the **server**. The Security object 802 provides one method responsible for authorizing any operation, being given the vMsg structure, an operation ID and an optional parameter describing the operation's context.

Client

User Authentication:

User authentication is handled via a method located in the Security object 802 called IsOperAuthorized. As the Application object loads, it calls the IsOperAuthorized method, with 107 the operation being "Login", before executing further processing. This method subsequently calls a authentication DLL, which is responsible for identifying the user as an authorized user within the Corporate Security.

UI Controllers:

The UI Controllers limit access to their functions by restricting access to specific widgets through enabling and disabling them. The logic for the enabling and disabling of widgets remains on the UI Controller 206, but the logic to determine whether a user has access to a specific functionality is located in the Security object 802 in the form of business rules. The UI Controller 206 calls the IsOperAuthorized method in order to set the state of its widgets.

Server

Server security is implemented by restricting access to the data in three different ways:

Server Security Method

Server Components 222 call the IsOperAuthorized API in the Architecture before executing every operation. In all cases the Security object 802 returns a boolean, according to the user's access rights and the business rules SQL Filtering Includes security attributes, like claim sensitiveness or public/private file note, into the SQL statements when selecting or updating rows. This efficiently restricts the resulting data set, and avoids the return of restricted data to the **client**.

Description

Any GUI related security is implemented at the **Client** using the Security object 802. The information is available both at the **Client** Profile and Business Objects 207 which enables the security rules to be properly evaluated.

IsOperAuthorized is called to set widgets upon the loading of a UI or if there is a change of state within the LTI.

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User authentication always is used by the Application Objects 202 in order to validate user privilege to launch the application.

SQL Filtering is used in the cases where sensitive data must not even be available at the **Client** , or where there is a great advantage on reducing the size of the data set returned to the **Client** .

SQL Filtering is only used in very rare cases where performance is a serious concern. It is used carefully in order to avoid increased complexity and performance impacts because some queries can be cumbersome and embedding security on them could increase complexity even more.

Security Framework

Overview

The Security object 802 serves the purpose of holding hard coded business rules to grant or deny user access for various application functions. This information is returned to the UI controllers 206 which make the necessary modifications on the UI state. The ClientProfile object serves the purpose of caching user specific (and static) security information directly on the **client** . This information is necessary to evaluate the business rules at the Security object 802.

Relationships

Figure 9 shows the relationships between the security element and other elements.

Architecture Object

The TechArch object is responsible for providing access and maintaining the state of the ClientProfile 902 and Security objects 802. The ClientProfile object 902 is instantiated and destroyed in the TechArch's initialization and terminate methods, respectively. This object is maintained through an instance variable on the TechArch object.

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CInitCompCCA

The ClnitCompCCA object 904 provides two services to the architecture object 200, it serves as an access point to the ClnitComp **Server** 906, and it Marshalls the query result set into a ClientProfile object 902.

CInitComp

The ClnitComp **server** object 906 provides data access to the data that resides in the organization tables 908. This data is useful on the **client** to determine level of access to data based on hard coded business rules.

Organization Tables

The Organization tables 908 contain user, employee and unit information necessary to build the hierarchy of information necessary to determine level of access to sensitive information.

Client Profile

The ClientProfile object 902 serves the purpose of caching static, user specific security information directly on the **client** . This information is necessary to determine data access level of information to the user, which is accomplished by passing the necessary values to the Security object 802.

Security Object

The Security Object 802 contains business rules used to determine a user's access privileges in relation to specific functions. The object accepts certain parameters passed in by the various UI Controllers 206 and passes them to through the business rule logic which, in turn, interrogates the **Client** Profile object 902 for specific user information.

Client Profile

Attributes

The following are internal attributes for the **Client** Profile object 902. These attributes are not exposed to the application and should only be used by the Security object 802:

sProfile:

This attribute is passed by the legacy application at start-up and contains the user's TSIDs, External Indicator, Count of Group Elements and Group Elements. It is marshalled into these attributes by request of the application objects.

colSpecialUsers:

This attribute caches information from a table containing special users which do not fit into one of the described roles, such as Organization Librarian. (e.g., Vice President or CEO of the corporation.) 0 sTSId:

This is the current users' TSId, and it corresponds to his/her Windows NT Id. It is used to get information about the current logged on user from the Organizational Tables 908.

OsEmployeeId:

This corresponds to the user's employee Id, as stored in the Organizational tables 908. It is used against the passed in employee Id, in order to check relationship between performers and the current user.

OsEmployeeName.. sEmployeeFirst, sEmployeeMI and sEmployeeLast:

All these attributes correspond to the current user's name.

0 dictClientPrivileges:

ill

This attribute contains a collection of identifiers that indicate what role/author'ty an individual plays/possesses. This value is used to identify the static role of the logged in user.

These values are used for security business logic which grants or denies access based on whether the user is internal or external, or whether the user is in a given administrative role.

Existing values are the following:

SC - Indicates sensitive Claim authority CC - Indicates Change Claim status authority MT - Indicates maintain F&C Templates authority MO - Indicates maintain Organization authority MR - Indicates maintain Roles authority The following are the proposed additions:

TA - Indicates authority to execute Task Assistant FN - Indicates authority to execute FileNotes CH - Indicates authority to execute Claim History TL - Indicates authority to maintain Task Templates
0dictProxyList:

This attribute contains an employees' reporting hierarchy. It is used to determine whether the current user/employee has permission to perform some action based on his/her relationship to other users/employees within their hierarchy. A business example of this is the case of a supervisor, who has rights to view information that his/her subordinates have access to. The relationship API's make use of dictProxvLlSt to determine if the user assigned to the information is super or subordinate of the current user.

OboolInternal:

This attribute indicates whether the logged in user is external or internal. It is also marshalled from the sProfile attribute, passed in by the legacy application.

Public Methods:

The following are the APIs exposed by the **Client** Profile object. These APIs are used for security checking by the Security object and should not be used by the developers in any portion of the application.

0 GetAuthorizedEmployees As Collection

This function returns a collection of employee Ids from the employees supervised by the current user.

0 IsSuperOf(sUserId) As Boolean

This API returns true if the logged in user is a super of the passed in user Id. It looks up the sUserId value inside the dictProxyList attribute.

IsRelativeOf(sUserId) As Boolean

This API returns true if the passed in user Id corresponds to either the logged in user or someone from the dictProxyList.

IsInternal As Boolean

This API is used to grant or restrict the user to information based on whether the data is private to the organization whether the user is internal or external.

0 IsInRole(sRole) As Boolean

This API looks up the appropriate sRole value contained within the dictClientRoles attribute to determine whether the current user is authorized to perform that role.

The following accessors are used to get data from the **Client** Profile's object:

Userld: returns sTSId

EmployeeId: return sEmployeeId

EmployeeName: returns sEmployeeName

EmployeeFirstName: returns sEmployeeFirst EmployeeLastName: returns

sEmployeeLast EmployeeMiddleInitial: returns sEmployeeMl 0 ExpandTree:

returns boo lExpandTreePreference TemplatePathPreference: returns

sTemplatePathPreference Security Object Public Methods The following API is exposed by the Security Object and is used by the application for security checking:

IsOperAuthorized(vMsg As Variant, nOperations As cmOperations, vContext As Variant) as Boolean This A-PI will return true or false depending on what is returned from the business rule functions to determine user access levels. This A-PI is called on two situations:

1. VAen setting the initial state before loading the form. If a security requirement exists, IsOperAuthorized is called for the appropriate operation.

2. After any relevant change on the UI state. For example, when a sensitive claim is highlighted on the Task Assistant window. A relevant change is one which brings the need for a security check.

The valid values for the enumeration and the correspondent context data are:

cmMaintainFormsCorr (none)

0 cmRunEventProcessor (none)

cmWorkOnSensitiveClaim (a Claim object)

cmMaintainPersonalProfile (none)

cmMaintainWorkplan (none)

cmDeleteFileNote (a File Note object)

cmMaintainTaskLibrary (none)

cm.MaintainOrg (none)

Server Security APIs

IssVCOperAuthorized(vMsg As Variant, sOperations As String, vContext As

Variant) as Boolean This A-Pl is called by every method on the **server** that persists data or can potentially access sensitive data (reactive approach).

IsOperAuthorized(vMsg As Variant, nOperations As cmOperations, vContext As Variant) as Boolean This API is available for those cases where a proactive security check is needed on the **server** .

Implementation Examples

The following examples show some ways to implement the options described above:

Client

0 Business Loizic

IsOperAuthorized

Let's consider the case of the Task Assistant window, where the user should not be allowed to view any information on a sensitive claim if he/she is not the claim performer or the performer's supervisor. The following code would be at the Controller:

```
Private Sub TaskTree-NodeChanged(  
myController.SetCurrentTask  
myController.SetState  
End Sub  
Private Sub SetStateo  
Dim objSecurity as Object  
Dim vContext(1) as Object  
Set objSecurity = taaLApp.taoArch.objSecurity vContext(0) = CurrentClaim  
vContext(1) = CurrentTask tlbEditIcon.Enabled =  
objSecurity.IsoperAuthorized(vMsg, cmWorkOnSensitiveClaim, vContext) End  
Sub Let's consider the case of the Maintain Correspondence Search window  
where only a user who is a Forms and Correspondence Librarian should be  
allowed to delete a template. The following code would be at the  
Controller:
```

```
Private Sub SetWindowModeo  
Dim objSecurity as Object  
Set objSecurity = taaApp.taoArch.objSecurity tlbEditIcon.Enabled =  
objSecurity.IsoperAuthorized(vMsg, cmMaintainFormsCorr) End Sub Server  
0 SQL Filtering:
```

Let's consider the example of the Draft File Note window, where a user can only look at the draft file notes on which he/she is the author. At the controller, one would have:

```
Public Sub GetDraftFNoteso  
Dim objCP as Object  
Set objCP = taoArch.objClientProfile  
Dim fntCCA as object  
Set fntCCA = taaApp.taoArch-GetCCA(cmCCAFFileNote) 116 Call  
fntCCA.GetADraftFNote(vMs9, objCP.sOrgUserId, colFNotes) End Sub And at  
the Component, the SQL statement would be:
```

```
Select nFNoteId,  
sFNoteAuthor,  
dFNoteFinal,  
From File Note  
Where sFileNoteSts = 'D'  
And sFNoteAuthor = sAuthor  
Task Engine Application
```

This application runs on the **server** as a background process or service with no direct interaction with **Client** applications, so it doesn't need any GUI related security. Basically, its main actions are limited to the generation of new tasks in response to externally generated events or, more specifically, it:

Reads static information from the Task Template tables; Reads events from

the Event tables; 0 Inserts tasks on the Task table.

In this sense, its security is totally dependent on external entities as described below:

The Task Library application is the entrance point for any changes on the Task Template **database** tables. It will make use of the options described above in order to fulfill its security requirements.

Events are generated from legacy applications, so the Task Engine relies completely on the security implemented for these applications in order to control the generation of events.

0 Another level of security for event generation relies on the **Database** authorization and authentication functions. Only authorized components have access to the **database** tables (this is valid for all the other applications as well).

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CLAIM FOLDER

Definition

The Claim Folder manages claim information from first notice through closing and archiving. It does this by providing a structured and easy to use interface that supports multiple business processes for handling claims. The information that it captures is fed to many other components that allow claims professionals to make use of enabling applications that reduce their workload.

Because physical claim files are still required, the claim folder provides capabilities that support physical file tracking. It works with the LEGACY system to support all the capabilities that exist within the current system.

The primary processes supported by the Claim Folder are:

First Notice of Loss

The Claim Folder is the primary entry point for new loss information. Claim files exist in the Claim Folder before they are "pushed" to the LEGACY system to perform financial processing.

Claim Inquiry

Claim Folder supports internal and external inquiries for claim information. The folder design allows quick access to various levels of information within the claim for many different reasons.

Initiation of Claim Handling

The Claim Folder provides initial loss information to the claim professional so they may begin the process of making first contacts with appropriate participants in the claim. It allows them to view and enter data received through their initial contacts and investigation.

Investigation and Evaluation

The Claim Folder provides access to detailed information needed for the investigation and evaluation process. It allows the claim handler to navigate between all the applications and information they need to support these processes.

0 Identifying Claim Events

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The Claim Folder identifies critical events that occur in the life of a claim, such as a change of status, which can trigger responses in other components to perform automated functions, like triggering tasks in the Task Assistant.

Managing the Physical File

The Claim Folder supports better tracking capabilities for the physical files that go along with the electronic record of a claim.

Value

By capturing detailed information on claims, the Claim Folder tries to improve the efficiency of claim professionals in many ways. First, because the information is organized in a logical, easy to use format, there is less digging required to find basic information to support any number of inquiries. Second, the Claim Folder uses its information to support other applications like Forms and Correspondence, so that claim information does not have to be reentered every time it is needed. Third, it provides better ways to find physical files to reduce the time required finding and working with them. Beyond this, there are many other potential uses of claim folder information.

The Claim Folder also tries to overcome some of the current processing requirements that the LEGACY system imposes such as recording losses without claims, requiring policy numbers for claim set-up, requiring reserves for lines, and other restrictions. This will reduce some of the low-value added work required to feed the LEGACY system.

Finally, the Claim Folder organizes and coordinates information on participants and performers so that all people involved in a claim can be identified quickly and easily.

Key Users

Although claim professionals are the primary users of the Claim Folder, any claims professional can utilize the Claim Folder to learn about a claim or answer an inquiry about a claim.

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Component Functionality

Because the Claim Folder is the primary entry point for new claims, it needs to capture information necessary to set-up new claims and be able to pass the information to the LEGACY system. Once the information is passed, the LEGACY system owns all information contained in both systems, and it is uneditable in the Claim Folder. However, the Claim Folder has more information than what is contained in the LEGACY system, and therefore allows certain information to be entered and modified once the claim is pushed to the LEGACY system.

The Claim Folder decomposes a claim into different levels that reflect the policy, the insured, the claim, the claimants, and the claimant's lines. Each level has a structured set of information that applies to it. For example, the claim level of the claim has information on the claim status, line of business, and performers. An individual line has information which includes the line type, jurisdiction, and property or vehicle damages. The claimant level contains contact information as well as injury descriptions.

The information at each level is grouped into sections for organization purposes. Each level has a details section that includes the basic information about the level.

The key levels on the Claim Folder and their information sections are:

0 The Policy Level: Details and Covered Auto for auto claims, Covered Property for property claims and Covered Yacht for marine claims.

0 The Claim Level: Details, Facts of Loss, Events, Liability. Liability is considered part of the Negotiation component and described there.

0 The Participant Level: Details and Contact Information. For claimants, additional sections are shown to display, Events, Injury and Disability Management. The participant level is discussed in the Participant Component.

0 The Line Level: Details, Damaged Vehicle for vehicle lines, Damaged Property for property lines, Damaged Yacht for marine lines, Events, Damages, and Negotiation.

Damages and Negotiation are considered part of the Negotiation component and described there.

Events are triggered in the Claim Folder by performing certain actions like changing a jurisdiction, identifying an injury, or closing a line. Other general events are triggered in the Event Section on most levels by clicking the one that has occurred. These events are processed by the Event Processor and could generate any number of responses. In one embodiment of the present invention, the primary response is to trigger new tasks in the Task Assistant for a claim.

User Interfaces

- 0 Claim Folder UI
 - Policy Level - Policy Details Tab
 - Policy Level - Covered Vehicle Tab
 - 0 Policy Level - Covered Property Tab
 - 0 Policy Level - Covered Yacht Tab
 - 0 Claim level - Claim Details Tab
 - 0 Claim level - Facts of Loss Tab
 - 0 Claim level - Events Tab
 - Claim level - Liability Tab
 - 0 Line level - Line Details Tab
 - 0 Line level - Damaged Property Tab
 - Line level - Damaged Auto Tab
 - 0 Line level - Damaged Yacht Tab
 - 0 Line level - Events Tab
 - 0 Line level - Damages Tab
 - 0 Line level - Negotiation Tab
- 0 Task Assistant
- 0 File Notes
- 9 Claim History
- 9 Search Task Template
- Search for Correspondence
- 0 Find Claims
- 0 Version 7
- 0 View File Folder
- 0 Print Label

CLAIM FOLDER TREE AND MENU DESIGN

Claim Tree

The claim tree in the Claim Folder window decomposes the claim into policy, insured, claim, claimant, and line levels depending on the specific composition of the claim.

The policy level is always the first node in the claim tree and is identified by the policy number.

Before the policy number is entered, the field is listed as "Unknown". If a claim is uncoded, the field is listed as "Uncoded". Selecting the policy level brings up the policy level tabs in the body of the Claim Folder.

The insured level is always the second node in the claim tree and is identified by the insured's name. Before the insured is identified, the field is listed as "Unknown". Selecting the insured level brings up the insured participant tabs in the body of the claim folder. Only one insured is listed at this level as identified in the policy level tabs, however, multiple insureds can still be added. Additional insureds are shown in the participant list below the claim tree.

The claim level is always the third node in the claim tree and is identified by the claim number.

When the claim level is selected, the claim level tabs appears in the body of the Claim Folder.

After the claim level, all claimants are listed with their associated

lines in a hierarchy for-mat.

When a claimant is added, a node is added to the tree, and the field identifying the claimant is listed as "Unknown". Once a participant has been identified, partial or client, the name of the claimant is listed on the level. When the level is selected, the participant level tabs for the claimant is shown in the body of the claim folder.

Line levels are identified by their line type. Before a line type is selected, the line level is listed as "Unknown". When a line level is selected, the line level tabs for the specific line are shown in the body of the claim folder.

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There are several things that can alter the claim tree once it has been set up. First, if a claimant or line is deleted, it is removed from the claim tree. A claim that is marked in error does not change the appearance of the levels. Second, the claim, claimant, and line levels are identified by different icons depending on whether they are pushed to V7 or not. Third, when a line or ll claimant is offset, it is identified as such.

Participant List

The participant list box contains all the non-claimant and non-insured participants on the claim.

(Claimants and insureds are shown in the claim tree and not repeated here.) Participants are shown with their name and role. When a participant is selected, the participant level tabs are displayed in the claim folder.

Claim Folder Menu Items

The claim folder menus contain the actions that a user would need to perform within the claim folder. They can all be accessed through keyboard selection. The menu options become enabled or disabled based on the state of the Claim Folder. The Claim Folder can be in view mode or edit mode for a specific level in the Claim Tree. When the Claim Folder is in edit mode, most options are disabled until the user saves their changes and is returned to view mode. The enabling/disabling of menu options is also dependent on whether the claim or portions of the claim have been pushed to V7.

Claim Folder Tool Bar

The tool bar represents common action that a user performs that can be easily accessed by clicking the appropriate icon. There are five groups of button on the Claim Folder tool bar that represent, in order, common activities, adding new items to a claim, launching utilities, performing V7 activities, and accessing help functions. The enabling/disabling of tool bar buttons follows the same logic as for menu items.

Window Description

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Type

Claim Tree Tree View The Claim Tree lists the The current claim policy, insured, all of tree structure for the claimants and their the selected related lines in a claim claim. The claim tree format. level is selected and the claim level tabs are displayed.

Participant List List View A list of all non-insured All participants and non-claimant who are not participants associated claimants or with a claim. insureds for the claim and their roles Edit Tool Bar Button

Command Button Changes the tabs for the Enabled when level selected in the claim is in view claim tree or participant mode.

list view to edit mode.

Refresh Tool Bar Command Button Refreshes the current Enabled when Button claim, including all claim is in view Participant and Line mode.

information.

Find Tool Bar Button Command Button Opens the Claim Search Enabled window to allow the user to search for another claim Claim Allocation Command Button Opens the Claim Enabled when Tool Bar Button Allocation window. claim is in view mode.

Manage Physical File Command Button Opens the Manage Enabled when Tool Bar Button Physical File window. claim is in view mode.

Declare Event Tool Command Button Opens the Declare Enabled when Bar Button Events window. claim is in view mode.

Claimant Tool Bar Command Button Adds claimant and Enabled when Button opens Participant tabs in claim is in view edit mode for entry of a mode. V7 limit new claimant level node for claimants is 999, we will not edit this here.

Participant Tool Bar Command Button Adds a new participant Enabled when Button and opens Participant claim is in view tabs in edit mode. mode.

Line Tool Bar Button Command Button Adds line and opens Enabled when Line tabs in edit mode claim is in view for entry of a new line mode and level node. claimant context 124 Type, selected in claim tree. V7 limit for lines is 15 per claimant, this button will be disabled after 15 added.

Assign Performer Command Button Opens Assign Performer Enabled when Tool Bar Button window claim is in view mode.

Print Screen Tool Bar Command Button Prints the current claim Enabled Button folder window.

Task Assistant Tool Command Button Launches Task Assistant Enabled when Bar Button for the current claim claim in view mode.

File Notes Tool Bar Command Button Launch File Notes for Enabled when Button the current claim claim in view mode.

Claim History Tool Command Button Launch Claim History Enabled when Bar Button for the current claim claim in view mode.

Correspondence Tool Command Button Opens Forms and Enabled when Bar Button Correspondence window claim in view mode.

Push to V7 Tool Bar Command Button Open the terminal Enabled when Button emulator window at the claim is in view first V7 setup screen. mode and claim status is pre-push or open and there are new claimants or lines to push.

Make Payment Tool Command Button Open the V7 PUEM Enabled when Bar Button screen in the terminal claim had been emulator window if a pushed to V7 and claimant or participant a participant is tied to one claimant is selected.

selected. Otherwise,
display window that
requires user to select a
claimant.

Help Tool Bar Button Command Button Opens Help Enabled Claim Edit Menu

Option Changes Claim tabs into Enabled when Edit mode so that the claim is in view user can make changes mode.

Claim Refresh Menu Option Refreshes the current Enabled when claim, including all claim is in view Participant and Line mode.

information.

Type

Claim Find Menu Option Opens the Claim Search Enable window Claim Save Menu Option Save the claim level Enabled when the when it is in edit mode. claim level is in edit mode.

Claim Claim Status Menu Option Changes the status of Enabled when First Report the claim to claim is in view Complete "Unassigned" and mode and claim creates First Report status is "New".

Complete Event.

Claim I Claim Status I Menu Option Changes the status of Enabled when Assignment the claim to "Open" and claim is in view Complete creates Assignment mode and claim Complete Event. status is "Unassigned".

Claim I Claim Status Menu Option Initiates the close claim Enabled when Close process claim is in view mode, V7 claim status is closed, and Millennium Claim Status is not "Closed" or "Archived" Claim I Claim Status Menu Option Changes the status of Enabled when Reopen the claim to "Open". claim is in view mode and "Closed" or "Archived".

Claim I Claim Status Menu Option Marks the current claim Enabled when Mark In Error and all of its lines in claim is in view error. Expires all mode, and not participants. pushed to V7.

Claim Allocate Menu Option Opens the Claim Enabled when Allocation window. claim is in view mode.

Claim Manage Menu Option Opens Physical File Enabled when Physical File window claim is in view mode.

Claim Declare Event Menu Option Opens Declare Event Enabled when window claim is in view mode.

Claim Close Claim Menu Option Closes current claim Enabled Folder folder window Edit Cut Menu Option Move selected text to Disabled the clipboard Edit Copy Menu Option Copy selected text to the Disabled clipboard Edit Paste Menu Option Paste text from the Disabled 126 -TyDe, clipboard View Collapse All Menu Option Collapses the claim tree Enabled View Expand All Menu Option Expand the claim tree Enabled Policy Edit Menu Option Opens policy tabs in edit Enabled when mode. claim is in view mode.

Policy Save Menu Option Save current policy tab Enabled when information. policy level is in edit mode.

Participant New Menu Option Opens Participant tabs Enabled when Claimant in edit mode for entry of claim in view a new claimant level mode.

node in the claim tree.

Participant New Menu Option Opens Participant tabs Enabled when Insured in edit mode for entry of claim in view a new insured level node mode.

in the claim tree.

Participant New Menu Option Opens Participant tabs Enabled when Other in edit mode for entry of claim in view a new entry in the mode.

Participant list.

Participant Edit Menu Option Puts currently selected Enabled when

participant tabs into edit claim is in view mode. mode and participant selected in tree or list box.

Participant Save Menu Option Saves information Enabled only changed on participant when a tabs and returns claim to participant level view mode. is in edit mode.

Participant Delete Menu Option Deletes selected Enabled only participant when claim is in view mode and participant is selected.

Line New Menu Option Adds new line to claim Enabled when tree and opens line tabs claim is in view in edit mode. mode, claimant has been selected, and limit of 15 lines per claimant has not been exceeded.

Line Edit Menu Option Puts Line tabs into edit Enabled when mode so that the user claim is in view can change line details mode and line is selected.

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Type

Line Save Menu Option Save information Enabled when a entered on line tabs and line is in edit returns claim to view mode.

mode.

Line Change Status Menu Option Changes status of a line Enabled when Close in the claim folder to claim is in view "Closed" mode, a line is selected, the line is not closed, and its V7 status is closed.

Line I Change Status Menu Option Changes the status of Enabled when Reopen the line selected to claim is in view Open'. mode, a line is selected, and line is "Closed".

Line I Change Status Menu Option Marks selected line in Enabled when Mark in Error error. claim is in view mode, a line is selected, and line has not been pushed.

Line I Allocate Menu Option Opens the Claim Enabled Allocation window.

Performers Assign Menu Option Opens the Assign Enabled when Performers window claim is in view mode.

PerforTners View All Menu Option Displays all claim Enabled when performers assigned to claim is in view the claim in View mode.

Performer Ul.

Utilities Print Screen Menu Option Prints current screen. Enabled

Utilities View Task Menu Option Opens Task Assistant Enabled when Assistant window for current claim is in view claim. mode.

Utilities I Create New Menu Option Opens File Notes Enabled when File Note window for current claim is in view claim. mode.

Utilities View Claim Menu Option Opens Claim History Enabled when History window for current claim is in view claim. mode.

Utilities Create Menu Option Opens Forms and Enabled when Correspondence Correspondence claim is in view window. mode.

Version 7 1 Push Menu Option Launches V7 to start the Enabled when Claim push process. claim is in view mode and in "Pre Push" status or 128 Type % open when there are unpushed claimants and lines.

Version 7 Undo Menu Option Reverts claim to pre- Enabled when Push push status. claim is in view mode and status is "Push Pending".

Version 7 Make Menu Option Open the V7 PUEM Enabled when Payment screen in the terminal claim had been emulator window if a pushed to V7 and claimant or participant a participant is tied to one claimant is selected.

selected. Otherwise,
display window that
requires user to select a
claimant.

Help Contents Menu Option Opens help file to Enabled content menu.

Help Search For Menu Option Open help file to search Enabled Help On window.

Help I About Menu Option Opens window Enabled displaying information about the application.

Window Details

Initial Default

Tocus'' Bntton

Claim Tree Yes

Participant List 2

Claim Menu 3

Edit Menu 4

View Menu 5

Policy Menu 6

Participant Menu 7

Line Menu 8

Performer Menu 9

Utilities Menu 10

Version 7 Menu I I

Help Menu J?

CAR Diagram

Action

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Claim Tree Click Highlights Node in
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tion

Tree

0 Disable participant in
list view if one selected
previously

0 Shows related tabs in
view mode.

0 Enable appropriate
menu items and tool
bar buttons..

Double Click - Level selected in tree
enters Edit mode.

All Text Fields Highlight 0 Enable Cut and Copy.

Participant List Click 0 Highlights participant in list box 0 Deselects
level in claim tree if one selected previously 0 Shows related tabs in
view mode.

Enable appropriate
menu items and tool
bar buttons.

Double Click 0 Participant selected in
list view enters Edit
mode.

Edit Tool Bar Button Click 0 Changes the tabs for the level selected in the claim tree or participant list view to edit mode.

Refresh Tool Bar Click Refreshes the current Button claim, including all Participant and Line information.

Find Tool Bar Click 0 Opens the Claim Button Search window to allow the user to search for another claim

Claim Allocation Click 0 Opens the Claim Tool Bar Button Allocation window.

Manage Physical Click 0 Opens the Manage File Tool Bar Button Physical File window.

Declare Event Tool Click 0 Opens the Declare n -7-7 Bar Button Events window.

Claimant Tool Bar Click Adds claimant and Button opens Participant tabs in edit mode for entry aim 1,k, of a new claimant level node Participant Tool Bar Click 0 Adds new participant Button and opens Participant tabs in edit mode.

Line Tool Bar Click 0 Adds line and opens Button Line tabs in edit mode for entry of a new line level node.

Assign Performer Click 0 Opens Assign Tool Bar Button Performer window

Print Screen Tool Click 0 Prints the current claim Bar Button folder window.

Task Assistant Tool Click 0 Launches Task Bar Button Assistant for the current claim File Notes Tool Bar Click 0 Launch File Notes for Button the current claim Claim History Tool Click 0 Launch Claim History Bar Button for the current claim Correspondence Click 0 Opens Forms and Tool Bar Button Correspondence window Push to V7 Tool Bar Click 0 Open the terminal Button emulator window at the first V7 setup screen.

Make Payment Tool Click Open the V7 PUEM Bar Button screen in the terminal emulator window if a claimant or participant tied to one claimant is selected. Otherwise, display window that requires user to select a claimant.

Help Tool Bar Click 0 Opens Help Button

Claim Edit Click 0 Changes Claim tabs into Edit mode so that the user can make changes

Claim Refresh Click 0 Refreshes the current Ctrl+R claim, including all Participant and Line information.

Claim Find Click 0 Opens the Claim Ctrl+F 131 Action Search window Claim Save Click Save the claim level when it is in edit mode.

Claim Claim Status Click 0 Changes the status of I First Report the claim to Complete "Unassigned" and creates First Report Complete Event.

Claim I Claim Status Click 0 Changes the status of I Assignment the claim to "Open" Complete and creates Assign-ment Complete Event.

Claim Claim Status Click 0 Initiates the close claim I Close process Claim Claim Status Click 0 Changes the status of I Reopen the claim to "Open".

Claim Claim Status Click 0 Marks the current claim Mark In Error and all

of its lines in error. Expires all participants.

Claim Allocate Click 0 Opens the Claim Allocation window.

Claim Manage Click 0 Opens Physical File Physical File window Claim Declare Click 0 Opens Declare Event Event window Claim Close Claim Click 0 Closes current claim Folder folder window Edit Cut Click 0 Move selected text to Ctrl + X the clipboard Edit Copy Click 0 Copy selected text to Ctrl + C the clipboard Edit Paste Click 0 Paste text from the Ctrl + V clipboard View Collapse All Click 0 Collapses the claim tree View Expand All Click 0 Expand the claim tree Policy Edit Click 0 Opens Policy tabs in edit mode Policy Save Click 0 Save policy information and returns tabs to view mode.

Participant I New Click 0 Opens Participant tabs Claimant in edit mode for entry of a new claimant level node in the claim tree.

Participant I New Click Opens Participant tabs 132 Act ion Insured in edit mode for entry of a new insured level node in the claim tree.

Participant New Click 0 Opens Participant tabs Other in edit mode for entry of a new entry in the Participant list.

Participant Edit Click 0 Puts currently selected participant tabs into edit mode.

Participant Save Click a Saves information changed on participant tabs and returns claim to view mode.

Participant Delete Click 0 Deletes selected participant Line New Click 0 Adds new line to claim tree and opens line tabs in edit mode.

Line Edit Click 0 Puts Line tabs into edit mode so that the user can change line details Line Save Click 0 Save information entered on line tabs and returns claim to view mode.

Line Change Status Click 0 Changes status of a line Close in the claim folder to "Closed" Line I Change Status Click 0 Changes the status of IReopen the line selected to Open'.

Line I Change Status Click 0 Marks selected line in I Mark in Error error.

Line I Allocate Click 0 Opens the Claim Allocation window.

Performers I Assign Click 0 Opens the Assign Performers window Performers I View Click 0 Displays all claim All performers assigned to the claim in View Performer U1.

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Utilities I Print Click Pn'nts current screen. Ctrl+P Screen Utilities I View Task Click Opens Task Assistant Assistant window for current 133 Action claim.

Utilities Create Click 0 Opens File Notes New File Note window for current claim.

Utilities I View Click 0 Opens Claim History Claim History window for current claim.

Utilities I Create Click 0 Opens Forms and Correspondence Correspondence window.

Version 7 Push Click 0 Launches V7 to start Claim the push process.

Version 7 Undo Click 0 Reverts claim to pre Push push status.

Version 7 Make Click 0 Open the V7 PUEM
Payment screen in the terminal
emulator window if a
claimant or participant
tied to one claimant is
selected. Otherwise,
display window that
requires user to select a
claimant.

Help Contents Click Opens help file to
content menu.

7-M

Help Search For Click 0 Open help file to search Help On window.

Help I About Click 0 Opens window
displaying information
about the application.

Data Elements
length '.,Xontrol
yp e
Claim Tree Tree
view
- Policy Tree Policy
view Number
Node (Policy)
-Insured Tree Participant
View Preferred
Node Name
(Insurance
Involvement
134
length ''Control
Type
Claim Tree Claim
View Number
Node (Claim)
Claimant Tree Participiant
View Preferred
Node Name
(Insurance
Involvement
Line Tree Line Type
View (Line)
Participant List List Participant
Box View Preferred
Name and
Role
(Insurance
Involvement
Involvement
Role)
Commit Points
Claim Save Menu Option - Saves all claim level data Policy Save Menu
Option - Saves all policy level data Participant Save Menu Option - Saves
all participant level data Line Save Menu Option - Saves all line level
data Claim Close Claim Folder Menu Option - Prompts user to save changes
if in edit mode.

CLAIM HISTORY

Definition

Claim history shows information in one user interface that is intended to include all the constituent elements of a claim file. The four types of history included in the component are searchable by common indexing criteria like participant, performer, and claim phase. A caption report can be produced which shows the history selected in a document format.

Value

Claim history provides the users with one common interface through which to view a large variety of information about the claim. It includes all history available on a claim, and is expanded as claim capabilities are built, like incoming mail capture. Users develop customized views of history based on any criteria the history can be indexed by, and these reports are saved as customizable Word documents. The way the history information is indexed provides quick access to pertinent data needed to respond to a variety of requests.

Key Users

All members of the claims organization can use claim history as a way to quickly see all activity performed on a claim. This utility increases the ability to locate key information regarding any claim.

Component Functionality

Claim history is a component that contains a simple process to retrieve history from the other components in the system. It contains no native data itself. Even viewing a history element is done in the component window where the item was first captured.

The second key process of claim history is to produce a caption report of all history elements according to the items the user wants to include.

There are two user interfaces needed for this component that correspond to the two key functions above:

Claim History Search: This window utilizes the claim phase, participant, performer and history type fields on each history record to help the user narrow the search for specific history.

Caption Report: This report uses the functionality of Word to produce a report of each history item the user wants to see and its associated detail. Since the report is produced in Word, it can be fully customized according to many different needs.

User Interfaces

0 Claim History Search

0 Caption Report (Word document, not UI design) 136 FORMS AND CORRESPONDENCE Definition The Forms & Correspondence component supports internal and external Claim communication and documentation across all parts of the claims handling process.

The Forms and Correspondence - Create Correspondence function provides the ability to search for a template using various search criteria, select a template for use and then leverage claim data into the selected template.

The Forms and Correspondence - Template Maintenance function is a tool for the librarian to create, delete, and update Correspondence templates and their associated criteria.

Some specific processes supported by Forms & Correspondence are:

Reporting of claims

- to state/federal agencies, etc. at First Notice of Loss - internal requests for information
- Advising Participants
- Participant Contact
- Performing Calculations
- 0 Creating correspondence for claims or non-claims
- Value The Forms and Correspondence component supports user in creating documentation.

Leveraging information from the claim directly into correspondence reduces the amount of typing and dictating done to create forms and letters. The typical data available to the templates should include: author, addressee, claim number, date of loss, insured name, policy number, etc. A librarian adds and maintains standardized forms and letters in logical groupings made available for the entire company.

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Key Users

Claim employees are the primary users of the Forms and Correspondence component, but it can be used by anyone who has access to the system to create documents using existing templates.

Forms and Correspondence librarians use the system to create, update or remove templates.

Component Functionality

Forms and Correspondence - Create Correspondence 1. Search for a template based on search criteria.

2. Create a correspondence from a template using claim data.

3. Create a correspondence from a template without using claim data.

4. View the criteria for a selected template.

5. View the Microsoft Word template before leveraging any data.

Forms and Correspondence - Template Maintenance 1. Search for a template based on search criteria.

2. Create, duplicate, edit, and delete Correspondence templates and their criteria.

3. Internally test and approve newly created/edited templates.

4. Properly copy Word templates for NAN distribution.

User Interfaces

Search for Correspondence

Correspondence Details

Associate Fields

Maintain Correspondence Search

Correspondence Template Information - Details tab Correspondence Template Information - Criteria tab Microsoft Word 138 FILE NOTES Definition File notes captures the textual information that cannot be gathered in discrete data elements as part of claim data capture. They are primarily a documentation tool, but also are used for internal communication between claim professionals. Users can sort the notes by participant or claim phase (medical, investigation, coverage, etc.) in order to permit rapid retrieval and organization of this textual information.

Value

File notes speeds the retrieval and reporting of claim information. A file notes search utility with multiple indexing criteria provides claim professionals and supervisors with the ability to quickly find a file note written about a particular person or topic. The file notes tool utilizes modern word processing capabilities which speed entry, reduce error, and allow for important information to be highlighted. Furthermore, the categorization and key field search eases the process of finding and grouping file notes. Finally, file notes improves communication as they can be sent back and forth between those involved in managing the claim.

Key Users

All members of the claims organization can utilize file notes. External

parties via RMS can view file notes marked General. This utility increases the ability to locate key information regarding a claim. Anyone who wants to learn more about a claim or wants to record information about a claim utilizes the file notes tool.

Component Functionality,

File Notes searching is included as part of the claim history component which allows the user to search the historical elements of a claim file including tasks, letters, and significant claim change events.

The user interfaces that are needed for this component are:

The File Notes Search (part of Claims History COM120 ent): This window utilizes the claim phase fields on the file notes record to help the user narrow the search for 139 specific file notes. Also, it allows users to view all file notes that meet specified criteria in a report style format.

File Notes Entry: The window used to record the file note. It embeds a word processing system and provides the ability to categorize, indicate a note as company (private) vs. general (public), save the note as a draft or a final copy, and send the note to another person.

User Interfaces

File Notes

Draft File Note Review

Participant Search

Performer Search

ADDRESS BOOK

Definition

Address Book is the interface between the claims system and the **Client database**. The **Client** application is a new component designed to keep track of people or organizations that interact with RELIANCE for any reason, but claims are most likely the first application to use **Client**.

The Address Book is accessed directly from the Desktop and from the Claim Folder.

The Address Book meets several needs within the claim organization. Although, its primary function is to support the adding of participants to a claim, it acts as a pathway to the **Client database** for searching out existing participants, and adding new people or organizations to the corporate **database**.

The **Client database** maintains information on names, addresses, phone numbers, and other information that always applies to a person or organization no matter what role they play on a claim.

Value

Address Book provides a common definition of people or organizations that interact with RELIANCE, and therefore provides a much more efficient means of capturing this information.

Each **Client database** entry provides the ability to **link** a person or organization to all the different roles that they play across the organization, and therefore makes retrieving information on a **client** by **client** basis quick and easy.

There are many benefits to RELIANCE by having a common address book. Information on people and organizations is leveraged into other activities like enabled tasks that lookup a **client**'s phone numbers when a call needs to be made. Information that has been redundantly stored in the past can be entered once and reused. Once all areas of RELIANCE use the **Client** application, different areas of the company can share definitions of individuals and organizations.

capabilities provide a greater assurance that duplicate claims will not be entered. This reduces the need to delete or merge claim records.

Fraud Identification

Because claims can be searched easily by participant and other criteria, fraud questions can be easily researched. This is not the primary purpose of this component, however.

Value

Index reduces the time required to find existing claims, and also reduces potential rework from not finding claims when they are needed for matching mail or duplicate checks.

Key Users

Claim employees are the primary users of the Index window, but it can be used by anyone who has access to the system to access claims without having to memorize tracking numbers.

Component Functionality

Index is primarily a robust search engine that quickly and efficiently searches for claims. It is **NOT** a component that stores its own data, as it is primarily focused on pointing users more quickly and directly to claim data.

Index is composed of one search window that follows the format of all other search windows in the system.

User Interfaces

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0 Find Claims

INJURY

Definition

The Injury component captures versions of a claimant's injuries as they progress. This window captures injury information in the form of discrete data fields, reducing the need for free form text file notes. Capturing data, instead of text, allows the injury to be closely tracked and quickly reported. The data can also serve as feedback statistics, i.e. for building best claims practices and in risk selection. The preferred method of identifying and documenting injuries is the ICD-9 code. The user can enter or search for the ICD-9 code using descriptors or numbers.

Value

Data on every injury is captured and summarized in a consistent, accessible format, making recording and reviewing the case considerably less time consuming and more organized, allowing the adjuster to focus on desired outcomes. This "snapshot" of the current status and history of an injury greatly facilitates handing off or file transfers between claim professionals.

Additionally, the discrete data field capture enables the use of events to identify action points in the lifecycle of a claim that has injuries.

Key Users

All members of the claims organization can utilize the Injury component. This component increases the ability to locate and summarize key information regarding an injury.

Component Functionality

Injury is an aspect of participant information, which is related to the claimant participants on the claim. The participant component relates **clients** to all other claim related entities. Information on injuries will be related to participant records and displayed at the participant level information in the Claim Folder. New entities are needed to implement injury data capture: injury and ICD-9 search. The Injury component interacts with five other components: Claim Folder-which 144 contains Disability Management data about a claimant; Participant- which lists the individuals associated with the claim; as well as File Notes, Task Assistant and the Event Processor. The injury component also uses

Microsoft WORD to create a formatted, historical injury report for a particular individual.

The user interfaces that are needed for this component are:

Injury: This is the primary injury window which captures basic injury report data, including: the source of the injury report, the date of the injury report, a Prior Medical History indicator, and then a detailed list of the injuries associated with that report.

The detailed list includes discrete fields for the following data: ICD-9 code, body part, type, kind, severity, treatment, diagnostic, a free form text description field, and a causal relation indicator.

ICD-9: This is the search window for locating ICD-9 codes and associated descriptions.

Disability Management: This window contains a subset of participant data fields that enables more effective injury management.

User Interfaces

Claim Folder - Participant Level - Injury Tab ICD-9 Search Window Claim Folder - Participant Level - Disability Management Tab NEGOTIATION
Definition Figure 10 is an illustration of the Negotiation component of one embodiment of the present invention. Negotiation provides a single, structured template that is supplemented by supporting views, to capture events regarding a negotiation. The negotiation interface 1000 captures key elements of a negotiation, such as a settlement target range, current demands and offers, and Supporting Strengths and Opposing Assertions of the claim. Negotiation information is gathered in discrete data elements 1002, enabling the capability to generate events 1006 based on key attributes or changes in a negotiation. These events 1006 are then sent to a common event queue 1008. The negotiation component 1000 interfaces with the File Notes 1004 component to provide additional documentation capability, in a non-structured format. The negotiation template is supported by all other data contained in the Claim Folder.

Value

Data on every case is summarized in a consistent, accessible format, making recording and reviewing the case considerably less time consuming and more organized, allowing the adjuster to focus on negotiation strategy and desired outcomes. This "snapshot" of the current status greatly facilitates handing, off or file transfers between claim professionals. Additionally, the discrete data field capture enables the use of events to identify action points in a negotiation.

Key Users

All members of the claims organization can utilize Negotiation. This component increases the ability to locate and summarize key information regarding a negotiation.

Component Functionality

Negotiation is a type of resolution activity, which is part of the claim component of the claims entity model. The claim component is the central focus of the claims entity model, because it contains the essential information about a claim. The claim component supports the core claim data capture functionality, first notice processes, and resolution activity for claims. The main types/classes of data Nvithin the claim component are: Claim, Claimant, Line, Claim History, Resolution Activity, Reserve Item, and Reserve Item Change. Three entities are needed to implement negotiation: resolution activity, claim and claim history. There is also interaction between the Negotiation component and the Task Assistant, File Notes and Event Processor components.

The user interfaces needed for ne,,,otiation are:

Nefzotiation: This window captures demand and offer data, including: amount, date, type and mode of communication. The target settlement range, lowest and highest, is captured, along with strengths and weaknesses of the case.

Supporting user interfaces, which are also part of the Claim Folder, include:

Liability (claim level tab): This window is used to document liability factors in evaluating and pricing a claim. The liability factors include percent of liability for all involved parties; forin of negligence that prevails for that jurisdiction; theories of liability that the claim handler believes to be applicable to the claim. Used prior to developing negotiation strategy.

Damnes (line level tab): This window provides the capability for pricing and evaluating, a claim based on incurred and expected damages. Used prior to developing negotiation strategy.

User Interfaces

Claim Folder - Line Level - Negotiation Tab Claim Folder - Claim Level - Liability Tab Claim Folder - Line Level - Damages Tab ORGANIZATION
Definition Figure 11 is a flow diagram of the operations utilized by the Organization component in accordance with one embodiment of the present invention. The Organization component I 100 allows common information for the people who perform work on claims to be stored, searched, and reused across all the claims they work.

In one embodiment of the organization component 1100, all employee records are kept in a common **database** 1102 so that they can be attached to the specific claims they work, located in a claim **database** 1104. The common infori-nation that is kept on the employee record includes name, location, phone. and some minimal organizational context information like office or 147 division. This is the minimum required to support the tracking of performers on claims. The employee information 1102 is then linked 1106 to the claim information 1104 and the **databases** are updated 1108. Having linked the employees 1102 with the claims 1104 they are working on, the **database** can be searched by employee or claim 1110.

However, this version of the organization can be expanded to include organization relationships (specifically tracking where an employee falls in the organization structure), groups of individuals as performers for claim assignment, and claim allocation within the organization structure. These capabilities are to support any notion of caseload analysis, management reporting, or automated assignment that would need to be included.

Value

By tracking common definitions of employees across claims, indexing capabilities are improved and performers on claims are accurately tracked.

Key Users

The primary users of the organization capabilities are the administrative personnel who set up performers, as well as the technicians who track who is working a claim.

Component Functionaliy

The design of the minimum scope of the organization component includes a search window to find employees in the organization and a detail window to see specific information on each employee.

User Interfaces

Organization Entity Search

Add, 'Edit Oruanization Entitv

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Participant

Definition

Figure 12 is an illustration of the Participant component in accordance with one embodiment of the present invention. Participant 1200 provides the link between claims and individuals and organizations stored in the Client database and accessed through the Address Book 1202.

Participant links clients to claims 1204 by defining the roles that they play, e.g. claimant, driver or doctor. It reuses the information contained in the Address Book 1202 so that it does not have to be reentered for each participant.

The participant component also allows linkages 1206 to be made between participant and to various items on claims. A doctor can be linked to the claimant they treat and a driver can be linked to the damaged vehicle they were driving.

Once a participant has been added to a claim, additional information 1208 that is specific to that claim can be attached. This information includes injury, employment, and many other types of information that are specific to the role that a person or organization plays in a claim.

The business processes primarily supported by Participant 1200 are:

Recording Involvement in a Claim

There is a basic data capture requirement to keep track of individuals and organizations involved in a claim, and this is done most efficiently using the participant approach.

Recording Role Specific Information

Address Book 1202 stores information that can be reused across claims, but the Participant component 1200 needs to maintain the information that is specific to an individual or organization's involvement in a specific claim.

Making Contact with Clients

Because participant ties back to the common Address Book 1202, any contact information contained there can be quickly and easily obtained.

Forms and Correspondence 1210

Leveraging address information into letters provides an efficiency enablement to all 149 users who don't need to look up name and address information.

0 Categorizing History Information

Participants are used to categorize history items like tasks and file notes so that information relating to a single participant on a claim can be easily retrieved.

0 Claim Indexing

Attaching participants to a claim allows the Index component to be more effective in the processing of claim inquiries.

Key Users

The primary users of the Participant components 1200 are those who work directly on processing claims. They are the ones who maintain the participant relationships.

Claims professionals who deal with injuries use the Participant tabs in the claim folder to track injuries and manage disabilities for a better result on the claim.

Value

Because the Participant component 1200 only seeks to define the roles that individuals and organization play across all claims, there is no redundant entry of name, address, and phone information. This is all stored in the Address Book 1202.

The number of potential participant roles that can be defined is virtually limitless, and therefore expandable, as the involvement of additional people and organizations needs to be captured.

Component Functionality

Most participant functionality is executed within the context of the Claim Folder. The Claim Folder contains participants levels in two ways. First, claimants are shown in the claim tree on the left-hand side of the window. Below this, other participants are shown in a list. Selecting any participant displays a set of participant information tabs that displays the following information:

Participant Details - Basic information about the role that a participant plays in a claim and all the other participants that are associated to it.

Contact Information - Information from the Address Book on names, addresses, and phone numbers.

0 Injury - Specific information on the nature of injuries suffered by injured claimants.

Disability Management - Information on injured claimants with disabilities.

Only the first two tabs will be consistently displayed for all participants. Other tabs can appear based on the role and characteristics of a participant's involvement in a claim.

Adding or editing participant role information is actually done through the Address Book 1202 search window. The process is as simple as finding the Address Book 1202 record for the intended participant and specifying the role the participant plays in the claim. Once this is done, the participant will be shown in the Claim Folder, and additional information can be added.

The notion of a participant is a generic concept that is not specific to claims alone. It is based on design pattern that can be expanded as additional claims capabilities are built. Any involvement of an individual or an organization can be modeled this way.

1-1

User Interfaces

Participant Level - Participant Details Tab Participant Level - Contact Information Tab Participant Level - Events Tab Participant Level - Injury Tab (Injury Component) Participant Level - Disability Management Tab (Injury Component) View Participant List 151 PERFORMER Definition The Performer component allows organizational entities (individuals, groups, offices, etc.) to be assigned to various roles in handling the claim from report to resolution. The Performer component is utilized on a claim-by-claim basis.

A performer is defined as any individual or group that can be assigned to fulfill a role on a claim.

The Performer component supports the assignment processes within the claim handling process.

This goes beyond the assignment of claim at FNOL. This component allows the assignment of work (tasks) as well.

Some specific processes supported by Performer are:

Assign claims

identification of different roles on the claims in order to assign the

claim (Initiate Claim - DC Process work) Keeps roles and relationships of performers within claims Assigning tasks Reassigns 0 Supports Initiate claim process - assignment Search mechanism for employees, offices All performers should be in the Organization component Provides history of assignments Value The Performer component allows the assignment of roles or tasks to individuals or groups. The data about performers resides in a common repository: the Organization component.

The Performer component reduces the time required to find employees, teams or any potential performer, and ensures consistency of data.

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Key Users

The primary users of the Performer component are those who work directly on processing claims. They are the ones who maintain the assignment of roles or tasks related to a claim.

Component Functionality

The Performer component supports an informational function and an assignment function.

1. View details for performers (employee, office, unit, etc.). These details may suggest organizational entity relationships but in no way define or maintain them.
 2. View all performers assigned to a claim, currently and historically (includes individuals, groups, offices, etc.)
 3. Assign performers to a claim - at the claim level, claimant, and supplement levels (including individuals, office, groups, etc.)
- User Interfaces Assign Performer Performer Roles View Performer List TASK ASSISTANT Definition The Task Assistant is the cornerstone of a claim professional's working environment. It provides diary functions at a work step level that allow the management of complex claim events. It enables the consistent execution of claim best practices by assembling and re assembling all of the tasks that need to be performed for a claim based on detailed claim characteristics. These characteristics come from regulatory compliance requirements, account servicing commitments, and best practices for handling all types of claims. The Task Assistant also provides mechanisms that automate a portion of or all of the work in performing a task to assist the claim professional in completing his or her work. Once a task is completed, the Task Assistant generates a historical record to document the claim handler's actions.

The Task Assistant is

A method for ensuring consistent execution of regulatory requirements, account servicing commitments and claim handling best practices 153 A source of automated assistance for claim professionals An organization-wide communication tool within the context of a claim (it does not replace Lotus Notes).

A mechanism for making claims strategy common practice and sharing corporate experience 0 A diary application to keep track of claims A historical tracking tool A way to get a claim professional's or a team leader's attention A mechanism for making process changes in the organization quickly Within the Task Assistant, claim professionals have the ultimate control to determine if and when tasks need to be completed. They also have the ability to add tasks to the list to represent work they do that is not reflected in standard definitions of tasks in the system. This supports a vision of the claim professional as a knowledgeable worker who spends most of his or her time focused on a successful result through investigation, evaluation, and negotiation of the best possible outcome.

Value

The Task Assistant reduces the time required to handle a claim by providing the claim professional with the automatic scheduling of claim activity. It helps the claim professional remember, perform and record

tasks completed for every claim. Completed tasks are self documenting and remain part of the claim history.

The Task Assistant also ensures the consistent handling of claims throughout the organization, and by doing so can significantly impact expenses and loss costs. Furthermore, it helps ensure regulatory compliance and the fulfillment of account promises. It supports the teamwork required in handling difficult claims as a structure communication mechanism.

The automated enablements for tasks reduce the amount of time claim professionals have to spend on low value-added activities such as writing correspondence. They can therefore spend a 2") larger amount of time investigating, evaluating, and negotiating each claim.

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Key Users

While claim professionals are the primary users of the Task Assistant, others use the application as well. The entire claims department utilizes the Task Assistant to structure work and communicate with one another. Team leaders use the Task Assistant to conduct file review and to guide the work of the claim professional. Administrative staff use the Task Assistant as a means to receive work and to communicate the completion of that work. Claim professionals use the Task Assistant to complete work and to request assistance from team leaders and specialty claim professionals.

The Task Assistant requires a new type of user to set-up and maintain the variety of tasks that are created. A task librarian maintains the task library, which contains the list of all the standardized tasks across the organization. The librarian defines rules which cause tasks to be placed on task lists based on claim characteristics, dates which define when tasks are due, and task enablement through other applications.

Component Functionality

Figure 13 is a flow diagram of the operations utilized by the Task Assistant component of the present invention. The processing of tasks through the Task Assistant comprises the lifecycle of the task from its creation to its completion or deletion. In first operation 1300, the Task engine provides tasks to the Task Assistant. In the second operation 1302, the Task Assistant then displays the list of tasks provided by the Task Engine. In the third operation 1304, the user is allowed to add tasks and edit tasks provided by the Task Engine. The fourth operation 1306 occurs as the claim is processed. As the claim is processed, the user and the Task Engine determine when the various tasks are completed. When a task is completed, the fifth operation 1308 occurs. In the fifth 1308 operation, a historical record is generated for any tasks which is determined to be completed.

The key user interfaces for this component are:

The Task Assistant: This is the utility that supports the population, execution, and historical tracking of tasks. It allows users to perform tasks, complete tasks, and remove tasks that have been automatically added.

The Task Workplan: This user interface allows the user to strategize the plan for a specific claim. It shows tasks attached to their respective levels of the claim including lines, participants, and the claim itself

Task Enablement Windows: There are many windows that can be added to enable task with other applications such as telephone support, forms and correspondence, and file notes. The number of potential task enablements is virtually limitless.

Task Ent: Allows a user to add new task that weren't automatically added to the task list to cover situations where the claim handler wants to indicate work to be done that is not reflected by the standard task

definitions in the task library.

Behind the functioning of the Task Assistant, the Task Engine continually evaluates messages sent from other components and determines based on the rules established by the task librarian, which tasks should be populated on the Task Assistant. Messages are sent to the Task Assistant when something significant occurs in another component. The messages contain the characteristics the Task Engine needs to evaluate in order to place the proper tasks on the task list.

User Interfaces

Task Assistant

Reassign Task

Edit/Add Task

Clear Task

Mark Task In Error

0 Build Workplan

0 Participant Search

Participant Phone Number

Phone Task

Personal Profile

Account Search

0 Organization Search

0 Performer Search

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EVENT PROCESSOR / TASK ENGINE

Definition

Figure 14 is an illustration of the Event Processor 1400 in combination with other components of the system in accordance with one embodiment of the present invention. The Event Processor 1400 works behind the scenes of all claims applications to listen for significant events that have occurred in the life of various entities in the system like claims (but potentially many more like accounts or policies in the future). It determines what the response should be to each event and passes it onto the system component that will process it. The Event Processor is completely generic to any specific entity or event in the system and therefore enables automation based on an almost limitless number of events and responses that could be defined.

Figure 15 is an illustration of the Task Engine 1404 in accordance with one embodiment of the present invention. The Task Engine 1404 processes the most common set of event responses, those that need to generate tasks 1406 based on events 1006 that have occurred. It compares the tasks that have been defined to the system to a set of claim criteria to tell which tasks should be added and which tasks should now be marked complete. The only interface the user sees to these components is the task library 1500, which allows task librarians 1502 to define the tasks and the rules that create them which are used by the Task Engine 1404. Working with these components is almost entirely a fariction performed by specialists who understand the complexity of the rules involved in ensuring events 1006 and tasks 1406 are handled properly.

The event processor 1400 also manages the communication and data synchronization between new claim components and LEGACY claim systems. This single point of contact effectively encapsulates the complex processes of translation and notification of events between the two systems.

Value

The automated deten-nination of event responses provides enormous benefits to system users by reducing the maintenance they have to perform in ensuring the correct disposition of claims.

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Users trigger events by the data they enter and the system activities they perform, and the system automatically responds with appropriate automated activities like generating tasks.

The task generation rules defined in the Task Library provide an extremely flexible definition of claim handling processes limited only by the data available in the system on which task creation rules can be based. Process changes can be implemented quickly by task librarians, and enforced through the Task Assistant.

Key Users

Although all claim personnel directly benefit from the functioning of the event processor and task assistant, only specially trained users control the processing of these components. Task Librarians using the Task Library user interface handle the process of defining new tasks and the rules that trigger them in the Task Engine.

Operations personnel who ensure that all events are processed correctly and that the appropriate system resources are available to manage the throughput handle event processing.

Component Functionality

As shown in Figure 14, the Event Processor 1400 utilizes a common queue 208 of events 1006 that are populated by any component 1402 of the system to identify what events have occurred.

Working this queue, the Event Processor determines the appropriate response for an event and provides information to other components that need to process them. The Event Processor does not process any events itself and maintains clear encapsulation of system responsibilities. For example, an event that affects claim data is processed by the claim component.

The Task Engine 1404 follows a process of evaluating events 1006, determining claim characteristics, and matching the claim's characteristics to tasks defined in the Task Library 1500.

The key user interface for the Task Engine 1404 is the Task Library 1500. The Task Library 1500 maintains the templates that contain the fields and values with which tasks are established.

A task template might contain statements like "When event = litigation AND line of business = commercial auto. then..." Templates also identify what a task's due date should be and how the task is enabled with other applications.

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User Interfaces

Search Task Template

Search Template

0 Task Template Details

While various embodiments have been described above, it should be understood that they have been presented by way of example only, and not limitation. Thus, the breadth and scope of a preferred embodiment should not be limited by any of the above described exemplary embodiments, but should be defined only in accordance with the following claims and their equivalents.

Claim

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CLAIMS

What is claimed is:

1. A **computer** program embodied on a **computer** readable medium for developing component based software capable of **organizing** projects and **members** of an organization, comprising:

a data component that stores, retrieves and manipulates data utilizing a plurality of functions; and a **client** component including:
an adapter component that transmits and receives data to/from the data component, a business component that serves as a data cache and includes

logic for manipulating the data, and a controller component adapted to handle events generated by a user utilizing the business component to cache data and the adapter component to ultimately persist data to a data repository, wherein the **client** component is adapted for providing a plurality of first data sets relating to unique projects, providing a plurality of second data sets relating to unique members of an organization, **linking** the first data sets with the second data sets, and outputting one of the data sets upon selection of the other linked data sets.

2. The **computer** program as set forth in claim 1, wherein the **client** component is further adapted for allowing a user to input the second data sets.

3. The **computer** program as set forth in claim 1, wherein the second data sets include relationships of the members of the organization.

4. The **computer** program as set forth in claim 1, wherein the **client** component is further adapted for allowing a user to input the first data sets.

5. The **computer** program as set forth in claim 1, wherein at least one of the data sets relates to groups of members as performers for the projects.

6. The **computer** program as set forth in claim 1, wherein the **client** component is further adapted for raising an event based on the link created.

7. A **computer** program embodied on a **computer** readable medium for creating a component based architecture capable of **organizing** projects and **members** of an organization, comprising:

a user interface form code segment adapted for collecting data from a user input; a business object code segment adapted for caching data; an adapter code segment adapted for transmitting data to a **server**; and a controller component code segment adapted for handling events generated by the user interacting with the user interface code segment, providing validation within a logic unit of work, containing logic to interact with the business component; creating one or more business objects, interacting with the adapter component to add, retrieve, modify, or delete business objects, and providing dirty flag processing to notify a user of change processing; wherein the **computer** program is adapted for providing a plurality of first data sets relating to unique projects, providing a plurality of second data sets relating to unique members of an organization, **linking** the first data sets with the second data sets, and outputting one of the data sets upon selection of the other linked data sets.

8. The **computer** program as set forth in claim 7, wherein the **computer** program is further adapted for allowing a user to input the second data sets.

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9. The **computer** program as set forth in claim 7, wherein the second data sets include relationships of the members of the organization.

10. The **computer** program as set forth in claim 7, wherein the **computer** program is further adapted for allowing a user to input the first data sets.

The **computer** program as set forth in claim 7, wherein at least one of the data sets relates to groups of members as performers for the projects.

12. The **computer** program as set forth in claim 7, wherein the **computer** program is further adapted for raising an event based on the link created.

13. A **computer** program embodied on a **computer** readable medium for creating a component based architecture for allowing communication between a plurality of **clients** and a **server** in order to **organize** projects and **members** of an organization, comprising:

one or more **client** components included with each **client**, each **client** component of each **client** adapted for communicating and manipulating data with a first data type, wherein the **client** component is adapted for providing a plurality of first data sets relating to unique projects, providing a plurality of second data sets relating to unique members of an organization, **linking** the first data sets with the second data sets, and outputting one of the data sets upon selection of the other linked data sets; one or more **server** components adapted for communicating and manipulating data with a second data type; and one or more adapter components included with each **client** for translating data from the one or more **client** components to the second data type when communicating data from the **client** to the **server** and further translating data from the one or more **server** components to the first data type when communicating data from the **server** to the **client**.

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14. The **computer** program as set forth in claim 13, wherein the **client** component is further adapted for allowing a user to input the second data sets.

15. The **computer** program as set forth in claim 13, wherein the second data sets include relationships of the members of the organization.

16. The **computer** program as set forth in claim 13, wherein the **client** component is further adapted for allowing a user to input the first data sets.

17. The **computer** program as set forth in claim 13, wherein at least one of the data sets relates to groups of members as perforiners, for the projects.

18. The **computer** program as set forth in claim 13, wherein the **client** component is further adapted for raising an event based on the link created.

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